KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Di550 - ALL ACTIVE SOLUTIONS

June 2009

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Solution ID   TAUS0643235EN*

Description

Memory overflow error when scanning.

Solution

CAUSE: A memory overflow error is generated when there is not a sufficient amount of document memory installed to handle the print or scan job.

SOLUTION: Install more memory. The minimum required memory for the Di450/Di550/Di470 to allow scanning is 64MB (32MB default + 32MB upgrade). The minimum required memory for the Pi5501/Pi4700e print controller is 160MB (32MB default + 128MB upgrade). The 128MB upgrade is not needed for the Pi5500 print controllers, however, increasing the memory on these controllers will enhance the performance when scanning or printing very large jobs. This should be considered when installing and configuring the Pi5500 controller.

 Notes :

1. See the following service bulletins for reference:

 a. Bulletin 3646 -- This bulletin provides information in regards to the minimum memory requirements for scanning for the Di450/Di550/Di470.

 b. Bulletin 3364 -- This bulletin provides information in regards to the minimum memory requirements for the Pi5501/Pi4700e controllers.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0645481EN*

Description

"Memory Overflow" message when attempting to scan with the controller.

Solution

CAUSE: This indicates insufficient memory for scanning.

SOLUTION: Please make sure that both the printer and controller have memory upgrades installed. The printer must have the 32MB upgrade installed and the optional hard disk for the printer is recommended.

 Notes :

1. The 128MB controller upgrade should also be installed.

2. If the memory has already been upgraded, it is possible that the memory is defective.

3. For reference, refer to the Di450/Di550 and Di470 Configuration Guides.

4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0900210EN*   **Solution Usage**

Description

Intermittent high-pitched squealing noise. A pitch line may be printed in the crosswise direction and the image is compressed when this is heard.

Solution

CAUSE: Failed print head.

SOLUTION: Replace the print head (Di450 : p/n 4002-0531-02; Di470 : p/n 4028-0531-03; Di550 : p/n 4002-0531-02).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0700453EN*   **Solution Usage**   737

Description
NVRAM Troubleshooting Procedure used to identify NVRAM problems and and information concerning damaged or missing NVRAM/BRU.

Solution
 bizhub C250/C252/C300/C350/C351/C450
 NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:
  Stop, 0, 7, 1, 3, 9, *
 What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.
   WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

 Known unrecoverable NVRAM symptoms:
 1. Stuck on hourglass screen
 2. Incorrect meters
 3. When performing the NVRAM restore procedure the codes repeat themselves
   Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.
 Known fixes for various codes:
  C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

 If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.
   CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

  8020/CF2002/8031/CF3102
 Codes C-3C00 through C-3C40 indicate a corrupt BRU.
 Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

  8050/CF5001/bizhub PRO C500
 The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.
 Known defective NVRAM symptoms:
 1. Meters or default adjustment values are extremely high.
 2. Adjustments do not hold after powering the machine OFF/ON.
   Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

  bizhub 200/250/350
 Common symptoms when NVRAM replacement may be necessary:
 1. Machine not going to ready state.
 2. Not printing to a host name with DHCP.
 3. Not scanning to E-mail.
 4. On startup, abort code 0x0000999a .
 5. Abort code 0x00f00b00 .
 6. Not printing.
 7. Machine rebooting every few minutes.
 8. Screen freezing in Konica Minolta logo.
 9. Keep losing machine settings when power OFF.

  bizhub 420/500
 Common symptoms when NVRAM replacement may be necessary:
   Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:
 1. Screen freeze in Konica Minolta logo.
 2. Fax unit locking up theMFP or not recognized.
 3. C-E084 error code.
 4. Cannot PING the MFP.
 5. C-D203 error code.
 6. Display resetting to Japanese.
 7. Losing network settings after firmware upgrade.
 8. C-E002 error code.
 9. Scan to E-mail or FTP.
 10. Loss of adjustment data.
 11. Total counter is reset.
 12. Display TCR adjustment.
 13. C-284x error code.

bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
3. Error code SC2203 .

  7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

  Ordering Procedures
 Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.
  IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated.If a request is received without an established problem ticket number the request will be denied.
  The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:
1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

  Updates/Status
 Call Logistics at 201-934-5339.
  Notes :
  a. Refer to the attached RA formand Bulletin Number 5783 for more detail.The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.
  b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID   TAUS0656768EN*   **Solution Usage**   49

Description

What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution

 Please refer to the   Windows Vista™ Hardware Compatibility List for Printers & Scanners.
 For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
 "The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
  Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
  Notes :
 1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
 2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site
(http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
 4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID   TAUS0701604EN*   **Solution Usage**   39

Description
NVRAM/BRU replacement form.

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Solution

The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
 Notes :
 1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0607358EN*   **Solution Usage** 19

Description

The entire print job is stapled instead of each set when printing multiple stapled sets from Microsoft® Word.

Solution

 CAUSE: The Collate option in the Microsoft® Word dialog box is selected.

 SOLUTION: When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID TAUS0801706EN*   **Solution Usage** 7

Description

Paper Test requirements.

Solution

 For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

 If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0801272EN*   **Solution Usage** 4

Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution

 Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
 The availability of these options for Unix/Linux environments is being considered for future development.
 Please attachticket to this solution and provide the following information;
 1. Product model number(s).
 2. Now many products placed or being considered for placement.
 3.What "flavor" and version of Unix/Linux operating system.
 SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0638562EN*   **Solution Usage** 1

Description

NIC part number for a Pi4700e and Pi5501.

Solution

 NIC for Pi4700e and Pi5501(p/n-4625171).
 Note : The same NIC is used for both the Pi5501 and Pi4700e. Please see attached photo as a reference.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0633904EN*   **Solution Usage**   0

Description

Part numbers for the staples and cartridge for the finisher.

Solution

The following finishers use the same staple cartridge, MS-5C (Item #4448-121):

FN-100
FN-102
FN-500
FN-502
FN-503
FN-504
Cartridge- p/n 4611-7804-01
Stapler assembly- p/n 4611-5601-01
Staple case- p/n4014-1157-01. This part is reused and should not be discarded.

Solution ID   TAUS0634209EN*   **Solution Usage**   0

Description

Part number for the wire harness supplying power to the Pi5501 print controller.

Solution

Wire harness assembly (p/n 4692-6801-01). Please see bulletin 3790 for additional details.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0638387EN*   **Solution Usage**   0

Description

Part number for the wiring harness that connects the EDH-3 to the main body.

Solution

Wiring harness(p/n 4641-6801-02).

Solution ID   TAUS0644054EN*   **Solution Usage**   0

Description

How to use LDAP.

Solution

LDAP (Lightweight Directory Access Protocol) is an Internet protocol that E-mail programs can use to look up contact information from a server. This
eliminates the need to input the entire E-mail address in order to scan to E-mail. With LDAP, users input a few letters of the name or address of the desired
E-mail recipient and the controller searches the LDAP-enabled E-mail server for possible matches.
On the Pi4700e, LDAP requires system software version 3 or higher (attached). The NIC firmware must be updated to version 6.32a (or higher). Please see
Bulletin Number4396 for details.
The Pi4700e Quick Start Guide has a brief description of LDAP operation, beginning on page 6-5. For more details, please refer to Chapter 9 of the Pi4700e
Operators Manual .
To enable scanning from a Di470, memory must be added and the peripheral mode must be set correctly:

With controller system 1 on the Pi4700e, the peripheral mode must be set to 1.
With controller system 3, the peripheral mode must be set to 2 if the hard disk is installed or to 3 if the hard disk is not installed.
   Notes :
1.Please refer to page 4 of the attached Pi4700e Installation Guide. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded
for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. Ifthe Pi4700e is installed on a Di450 or Di550, the controller type must be 0 and the peripheral mode must be 5.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0645683EN*   **Solution Usage**   0

Description

Staples and staple cartridge part numbers.

Solution

The following finishers use the same staple cartridge (MS-5C -Item#4448-121):

FN-100
FN-102
FN-500
FN-502
FN-503
FN-504

Notes :

1.The part number for the cartridge alone is 4611-7804-01. Please see bulletin 2872 for the FN-100, FN-102, FN-500,FN-502 and bulletin 3247 for the FN-105.

2. The complete stapler assembly is part number 4611-5601-01.

3. The part number for the staple case is 4014-1157-01. It can be found in the Parts Manual for the finisher. This part is reused and should not be discarded.

4. To view the above PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0649726EN*   **Solution Usage**   0

Description

Caution while servicing the fusing unit.

Solution

The handle on the top of the Fusing Unit (p/n 4002577102) has been discontinued in order to prevent accidental dropping of the Fusing unit. Please see Bulletin Number5231 for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0652745EN*   **Solution Usage**   0

Description

How to print using Lock Job.

Solution

Di470/Di550 w/Pi4700e controller
To print using Lock Job, perform the following:
1. Open or Create a New Document.
2. Click on File, Print.
3. Choose the MFP.
4. Choose Properties.
5. Click on Job Management Tab.
6. Click on Box beside Lock Job (a check should appear).
7. Input a 4-digit password (ie: 1234).
8. Click on OK.
9. Click on OK.
10. Go to MFP.
11. Notice the Job List button is lit and press on the button.
12. Choose Unlock.
13. Enter password.
14. The MFP should print the job.

Di551/Di650 w/Pi6500e controller
To print using Lock Job, perform the following:
1. Make sure under the Properties of the Driver that the controller HDD is installed.
2. Open or Create a New Document.
3. Click on File, Print.
4. Choose the MFP.
5. Choose Properties.
6. Click on Job Management Tab.
7. Click on Box beside Lock Job (a check should appear).
8. Input a 1-9 digit password (Example: 1-4 digits is best -like1234).
9. Click on OK.
10. Click on OK.
11. Go to MFP.
12. Press on the Print, Copy, Scan Button, choose Print.
13. Choose Menu/Esc (on console).
14. Choose Unlock and Print.
15. Press on the down arrow; 9 will display. Press on the up/down arrow to choosethe first digit (i.e., 1).
16. Press on > button, to move to the next digit.
17. Repeat steps 15 and 16 until you have completed all password digits.
18. When finished, click on OK.
19. TheMFP should print and, if not, verifythat the correct password was entered.

Solution ID   TAUS0645654EN*   **Solution Usage**

Description

Why, when Pi3502/Pi5501 E-mail is sent though Novell® GroupWise®, does the Novell® Netware® client experience hex code errors?

Solution

This problem can occur under the following conditions:

Novell® Server 5.x or higher
Novell® GroupWise® 5.5 or higher
Novell® Gateway Internet Agent (GWIA)
Novell® GroupWise® client application
To send any E-mail via the Internet with the Pi3502/Pi5501, have the SMTP protocol service configured on the Mail Server. For details, please refer to attached Product& Technical Support Bulletin 3583.
   Notes :
1. Upgraded firmware for the Pi3502 has been released to correct corrupted E-mail files using GroupWise®. Please refer to attached Bulletin Number3386A (Pi3502) or Bulletin Number4485 (Pi5501) for details.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0701136GE*   **Solution Usage**

Description

Are Citrix© certified drivers available?

Solution

Citrix© certified drivers are not available.
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702534EN*   **Solution Usage**

Description

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702889EN*   **Solution Usage**

Description

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
   SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800433EN*   **Solution Usage**

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.
SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID   TAUS0808407EN*   **Solution Usage**

Description

Part number for 32MB memory, M32-2 (under the glass RAM).

Solution

32MB memory, M32-2 for Di450, Di470 and Di550(p/n 4623261). See attached photo as a reference.
Note : This item is needed when connecting the Pi5501 or Pi4700e embedded controller on to the machine.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0808428EN*   **Solution Usage**

Description

What is the part number for the Pi5501?

Solution

Pi5501 Print Controller (p/n 4692612). Attached is a photo of the controller for reference.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900011EN*   **Solution Usage**

Description

Part number for Pi4700e print controller with NIC.

Solution

Pi4700e Print Controller with NIC (p/n 4341612).
Note : Please see attached photofor a visual reference.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0901466EN*   **Solution Usage**

Description

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file).
HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.
HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.
What is an SFV?
An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.
What is an MD5?
MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.
Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)
One-click creation and checking of SFVs and MD5s
Flawless & smooth upgrading to new versions (simply install the new version)

 Automatic association with SFV files, and an option to fix file association when other programs steal it
 Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)
 Database/cache of previously checked files
 Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)
 Automatically find renamed files while checking SFV or MD5 files
 Enqueue SFVs or MD5s during file verification
 Recursive directory support during creation and verification
 Supports creation of .bad and .missing files, or deleting failed files
 Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0901636EN*   **Solution Usage**

Description
How is the Slit Glass Check run on the machine?

Solution
 The Slit Glass Check can berun on the machine using the following steps:

 1) Enter the Tech Rep Mode.
 2) Press the Stop and the Interrupt Keys simultaneously.
 3) Press the Start Key.
 4) The Slit Glass Pattern will be output from the machine.

 SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0901639EN*   **Solution Usage**

Description
How should the switches for SW1 and SW2 of the PWB-W be set?

Solution
 The default settings for the switchesof SW1 and SW2on the PWB-W are SW1 switches 1 to 4 should all beON and SW2 switches 1 to 8 should all be OFF.

 SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0901685EN*   **Solution Usage**

Description
What is the page capacity when the machine is equipped with the base 32MB of memory?

Solution
 The page capacity when the machine is equipped with the base 32MB of memory is 100 pages at a 3% coverage rate at 600 dpi.

 SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0901698EN*   **Solution Usage**

Description
Setting up PageScope Light for E-mail scanning.

Solution
 Please follow the procedures mentioned in the attachedtraining document and Product& Technical Support Bulletin#3453 in order to set up Scan to E-mail using PageScope Light (Web browser)with the Pi5501.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

June 2009

Solution ID   TAUS0801765EN*   **Solution Usage**   8

Description

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0631729EN*   **Solution Usage**   1

Description

A jam occurs at the entrance of the finisher.

Solution

CAUSE: This happens because the leading edge of curled sheets may hit the finisher guide (4643-3201-01). This is common when "Bond 1" paper is used.

SOLUTION: To correct jams at the entrance of the finisher when "Bond 1" paper is used, adjust SL1 (upper/lower entrance switching solenoid).

Solution ID   TAUS0701860EN*   **Solution Usage**   12

Description
HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution
CAUSE: The reason for the error:
1. A bad request.The browser sent a request that the server could not understand.
2. An attempt to communicatewith plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3.The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.
   Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:
1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton© Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem inMicrosoft® products that are listed in the "Applies to" section. This problem was first corrected in.NET Framework 1.1 Service Pack 1. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800601EN*   **Solution Usage**   1

Description
When printing from Microsoft® Office Excel using authentication and printng several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution
CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801980EN*   **Solution Usage**

Description
"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution
CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
 SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0802412EN*   **Solution Usage**

Description

Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to remove and re-create the daemon configuration file.
SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID   TAUS0637028EN*   **Solution Usage**   2

Description

PF-115, random C-099x codes (including C-0990, C-0994, C-0996, C-0997, C-0998, and C-099C). When the codes are reset, theMFP works properly for a short time but the codes return.

Solution

PROBABLE CAUSES:
1. Irregular operation of front door interlock switches in the MFP.
 Please replace the front door interlock switches. For the Di450/Di550, the part number of the front door interlock is 9331-2710-11 and the part number for the Di470 interlock switch is 9331-1810-21.

2. A sensor failure.
 Check and replace any sensors, as necessary.

3. Poor connections.
 Reseat connectors and inspect for shorts, etc.

4.Lift motor failure.
 Check and replace the lift motor, if necessary

Solution ID   TAUS0628520EN*   **Solution Usage**   1

Description

C-13xx codes are displayed, especially early in the morning.

Solution

CAUSE: The connectors on the PWB-B and Print head unit are not fully seated or excessive torque was used to tighten the two thumbscrews securing the Print Head to the machine. Due to the increased torque, there is the possibility that the base of the unit did not seat correctly in the machine. Please refer to bulletin 3182 for details.

 SOLUTION: Reseat the connectors on the PWB-B and Print head unit.Remove the thumb screwsand perform several adjustments.Please refer to bulletin 3426 for the required adjustments. Also verify that the current firmware has been installed. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 For C-13FC , please refer first to bulletin 3106 .
 For C-1326 , please verify that the current firmware has been installed.
    Note : To view the above PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0802385EN*   **Solution Usage**   1

Description

At power on themachine begins to start up forabout 10 seconds and then shuts off.

Solution

 CAUSE: Failed main switch.

 SOLUTION: Check connections to the main switch(S1). It might be possible to resolve the problem by cleaning it. If necessary, replace S1 (p/n 9332-5310-31).
    Note : For power problems, please also refer to page T-69 in the Field Service Manual.
 SPECIAL NOTE : Solution contribution byRandy Zobrak, Office Enterprises, Inc.

Solution ID   TAUS0631670EN*   **Solution Usage**   0

Description

C1038(C-1038) when upgrading the flash ROM on the PWB-A.

Solution

A C-1038 service code is normal during the flash procedure. Refer to attached pages (D-112 to D-116) of the Field Service Manual for information on the flash upgrade procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0631717EN*   **Solution Usage**   0

Description

Troubleshooting C-0F32 errors.

Solution

  Di450/Di550/Di470
 Error occurs at power up or during operation.
 Poor connection, failed ATDC or PWB-A. Please perform the following:
1. Check the connection between the PWB-A and the ATDC.
2. Check the voltage between PJ7A-10B and ground. Voltages should range between 0.5VDC and 4.5V DCduring the copy cycle.
3. If the voltages fall in this range replace the PWB-A (p/n 4002-0104-03 for Di450/Di550 and p/n 4028-0104-03 for Di470).
4. If the voltages do not fall in this range replace the ATDC sensor (p/n 1136-6052-12).
Please see the Di450/Di550 Field Service Manual (3.5MB) or the Di470 Field Service Manual (3.5MB) for additional details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

  Di251/Di251f
 Error occurs at power up. The image unit was replaced butthe problem returns after 150 copies.
 Poor connections or possible failed PWB-A. Please perform the following:
1. Check PJ6A pins 1, 2, 3, 4 on PWB-A. There is a possibilty of that the pins may be loose or have cold solder connections. Inspect, reform and solder if required.
 2.Verify connector PJ6A is properly seated.
 3.If problem persists, replace PWB-A (p/n 4012-0107-16).

  Di520/Di620
 Error occurs when running the F8 ATDC Sensor adjustment. The ATDC sensor has been replaced.
 Failed PWB-A.
 Please replacePWB-A (p/n 4012-0107-16).
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0631829EN*   **Solution Usage**   0

Description
C004E(C-004E) or C004F (C-004F) malfunction code.

Solution
 PROBABLE CAUSES:
1. Power supply unit cooling fan motor 1 (M16) or motor 2 (M15)failure to turn. Poor connection on PWB-C (M16 -code C004E)or PWB-A (M15 - code C004F).
 If the code appears intermittently, check to see that all the fuse holders on PWB-C or PWB-Aare making good contact with the fuses.

2. Failure of M16 or PWB-C/M15 or PWB-A.
 If the code is persistent, please see pages T-42 and T-43of the Field Service Manual for additional details and replace M16 (p/n 9313-1910-31)/M15 (p/n9313-1911-31) or PWB-C (p/n 4002-0103-02)/PWB-A (p/n 4002-0104-03 for Di450/550 and p/n 4028-0104-03 for Di470).
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0632546EN*   **Solution Usage**   0

Description
C-1808 or CrE18A1 error codes.

Solution
 PROBABLE CAUSES:
1. Firmware problem on the controller SMART card.
Upgrade, referring to bulletin 4485 .
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

2. Poor connection.
Check the connection of the SMART card. Remove the card and gently clean the contacts with alcohol. Reseat the card, and re-flash the SMART card. Please refer to bulletin 3965 for flash instructions.

3. Inadequate power.
In many cases, this can be resolved by replacing PWB-C (p/n 4002-0103-02).

Solution ID   TAUS0637500EN*   **Solution Usage**   0

Description

The "Reserve" button is not shown on the LCD. What is required for the "Reserve" function to be available?

Solution

The "Reserve" function is only available on MFPs with the optional HDD (Hard Disk Drive) installed. Check that the HDD option is set to "ON" by entering the Tech. Rep. Service Mode and selecting [Function] => [Image Memory] => [Opt. Mem. Check].
In addition, the "Reserve" function is not available if the Data Controller/Key-counter option is installed or enabled on theMFP.
To check, enter the Tech Rep. Mode and thenpress the [Stop] key => [9] key to enter the security mode. Select [Key Counter] key and check that the setting is at "OFF". Please refer to page 3-72 of the Di620 User Manual for additional information regarding the "Reserve" function.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0645520EN*   **Solution Usage**   0

Description

Malfunction code C0000 (C-0000).

Solution

PROBABLE CAUSES:
1. Failed fuser motor.
Check Fusing Motor rotation: The voltage across PJ7A-1A on Master Board and GND is 5V DC(motor de-energized) and 0V DC (motor energized) when start key is pressed. If not, then change Master Board (Di470 - p/n 4028-0104-03; Di450/Di550 - p/n 4002-0104-03).
   CAUTION : To prevent additional failures, it is recommended to replace a suspected failed load (like a motor) and the controller (board) at the same time.

2. Fuser motor not rotating at proper speed or failed master board.
Check Fusing Motor rotation: The voltage across PJ7A-2A on Master Board and GND is 5V DC(motor de-energized) and 0V DC (motor energized) when start key is pressed. If yes, then change Master Board; if not, change the motor (Di470 - p/n 9314-2200-31; Di450/Di550 - p/n 9314-2910-91).
   Note : For additional details, please refer to attached troubleshooting page from the Field Service Manual.

3. Wiring problem.
If the voltages seem to vary or if the symptoms are intermittent, check the wiring to the fusing unit. Replace the wiring harness (Di550 - p/n 4002-6819-01; Di450/Di470 - p/n 4002-6848-01). Please refer to attached Product & Technical Support Bulletin 3854.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

4. Failed PWB-C.
Replace PWB-C board (p/n 4002-0103-02).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801955EN*   **Solution Usage**

Description

C-0500 (C0500) is displayed intermittently.

Solution

CAUSE: Failed relay.

SOLUTION: Replace the main relay, RY1 (p/n 9341-2810-11).
SPECIAL NOTE : Solution contribution by Bob Prunier -Expert Laser Services.

Solution ID   TAUS0807974EN*   **Solution Usage**

Description

What is the reset procedure for a C-143E code when it is displayed on the machine?

Solution

The C-143E code is reset using the Trouble Reset switch on the PWB-S. Please use the following steps to reset the code.

1) Open the front door of the machine.
2) Remove the Service Coveron the left under the control panel.
3) Press the Trouble Reset Switch (S25)
4) Reinstall the Service Cover and close the front door.

               June 2009

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0900442EN*   **Solution Usage**

Description
C0650 codes intermittently.

Solution
 CAUSE: The inverter board is starting to fail.

 SOLUTION: Replace the inverter board (p/n 4002 7802 01).

 SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0634060EN*   **Solution Usage**   2

Description

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0635909EN*   **Solution Usage**   2

Description

 The machine indicates trouble code C-13F5.

Solution

 CAUSE: Incorrect installation of print head, PWB-Band/orincorrect LD bias adjustment.

 SOLUTION: Please follow the steps outlined in attached Product and Technical Support Bulletin 3182 to confirm correct installation of the print head unit and PWB-B. After this has been completed,perform the LD Bias adjustment outlined in attached Product and Technical Support Bulletins 3106 and 3426.
  If the problem still persists and the steps in the troubleshooting guide advising the replacement of the print head (p/n 4002-0531-02) and PWB-B (p/n 4002-0102-15)   have been followed, check the PWB-C.   Afailed PWB-C (p/n 4002-0103-02)may also contribute to this problem.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0636119EN*   **Solution Usage**   2

Description

Parts listing for the punch unit of the FN105/FN106.

Solution

Punch assembly (p/n 3643-4051-01). Please refer to bulletin 3627 for a list of available parts for the punch unit.
Notes:
1. The punch unit is usually replaced as a complete assembly.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0638681EN*   **Solution Usage**   2

Description

The Pi4700e with system version 3 is unable to print a configuration page and can not be installed on the network. PageScope Light on the Pi4700e controller is unavailable when trying to access the controller via the network.

Solution

CAUSE: Incorrect firmware on the Pi4700e.

SOLUTION: The Pi4700e print controller should be downgraded to version 1.02 firmware to allow connection with the Di550. Please flash it with the following firmware file: [[md2sv102nfm.exe| URL ftp://techweb:HelpMe@ftp.konicabt.com/md2sv102nfm.exe]].
Notes:
1. This must be done while connected to a Di470. The instructions for flashing the controller are on page T-8 of the Pi4700e Service Manual.
2. Use controller type 0 and peripheral mode 5 (the same controller and peripheral mode settings that would be used for the Pi5501).
3. The Pi4700e Phase 2 enhancements will not be available to the Di450 or Di550.
4. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0638747EN*   **Solution Usage**   2

Description

C10A5 after installing a new PWB-A board.

Solution

CAUSE: The ROM version on the new PWB-A is for a Di450 (4003 = Di450 and 4002 = Di550). The installed ROM is 4003-50G0-32, but needs to be 4002-50G0-32.

SOLUTION: Upgrade the firmware with the proper versions. Refer to Service Bulletin 3103K for information on the latest ROM versions for the Di450/Di550.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0656577EN*   **Solution Usage**   2

Description

 Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

  The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:
   1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
  2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
  3. Share this folder on the network so that the 64-bit server has access.
  4. From the server, when adding additional drivers, browse to the shared folder on the workstation
  5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.
   Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID   TAUS0701964EN*   **Solution Usage**   2

Description

When searching solutions by models,referenced links for the documentsare notaccessible.

Solution

 CAUSE: This is a search of the printed database. The links are locatedwithin the solution in the database.

 SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.
   Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID   TAUS0626879EN*   **Solution Usage**   1

Description

The web roller is stalling on a Di450 or Di550.

Solution

PROBABLE CAUSES:
1. The web is coiling around the sponge roller. Please follow the procedure in bulletin #3255 .

2. A motor timing issue. This was corrected in a firmware update for the [[Di450| URL http://techweb.konicabt.com/DownloadSelector/SearchResults.aspx?CNAME=di450]] and [[Di550| URL http://techweb.konicabt.com/DownloadSelector/SearchResults.aspx?CNAME=di550]].

Solution ID   TAUS0631720EN*   **Solution Usage**   1

Description

Service code C13FC is displayed.

Solution

CAUSE: LD Bias is out of adjustment.

SOLUTION:
Adjust the LD Bias, according to the instructions in bulletin 3106 .

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0633965EN*   **Solution Usage**   1

Description

"COPIES HAVE BEEN LEFT IN STAPLE TRAY. REMOVE ALL COPIES" message is displayed.

Solution

PROBABLE CAUSES:

1. Poor connection to the copier. Check the connector for the FN105/FN106 (PJ7) on PWB-C in the copier.

2. Poor connections on PWB-C. Check for good connections at fuse holders F5 and F7 on PWB-C. Also check for other potential problems such as cold solder joints. It is also possible that PWB-C will need to be replaced.

3. Incorrect firmware. Make sure current firmware is installed in the copier.

4. Malfunctioning sensor. Check the state of PC8 (elevator tray paper detecting sensor) in the staple section. This check can be made at PJ25A pin 9. The active state of this signal is low. Check that state of PC8 can be switched manually in both states. If not, replace the PC8 sensor.

5. Malfunctioning sensor. Check PWB-C in the finisher (elevator tray upper limit sensor).

Solution ID   TAUS0634068EN*   **Solution Usage**   1

Description

When print jobs are sent from the controller, the Job List light comes on momentarily and "C-1842 Controller Error" message is briefly indicated. Then the job disappears.

Solution

 CAUSE: Copy Track is not enabled for the copier or insufficient memory installed.

 SOLUTION: Please check to see whether Copy Track is turned on for the printer. If Copy Track is enabled for the printer and a print job is received without a valid Account Number (NOT Access Code), the job will be processed by the controller but rejected by the printer. The printer will delete the print job and briefly display the C-1842 error code.
 To verify that this is the case, turn off Copy Track for the printer and send a print job to the machine.
   Notes :
 1. Use the account number (instead of the access code) when sending print jobs.
 2. If Copy Track is not enabled, lost print jobs can also be caused by insufficient memory. 3. Please refer to attached Product & Technical Support Bulletin 3105. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0634775EN*   **Solution Usage**   1

Description

C-143E.

Solution

PROBABLE CAUSES:
1. Failure of sensor, motor, or main board of EDH-3.
Please follow the troubleshooting steps on page T-7 of the EDH-3 Option Service Manual .

2. Objects placed on top of the EDH can cause this problem.
Please see bulletin 3145 for details.

3. The plate spring does not apply enough pressure to keep the gear assembly in position.
The pressure of the Plate Spring has been increased to prevent the C143E code from being displayed.   Please see bulletin 4415 for details.

Solution ID   TAUS0635583EN*   **Solution Usage**   1

Description

PROBLEM:
The following error message appears when making a copy from the glass: "Matching paper size is not available. Reselect paper size." The correct paper is already loaded in the machine.

Solution

CAUSE:
Incorrect setting in tech rep mode.

SOLUTION:
If the original size detection option is not installed, please make sure it is not enabled in the Tech Rep mode. Go to Tech Rep Mode/System Input/Orig.Size Option. It should be set to "OFF" unless the option has been installed.

Solution ID TAUS0636366EN*

Solution Usage 1

Description

Paper jams from both drawers intermittently at first, then more frequently, but feeds normally through the manual feed. The jam occurs at the turn from the vertical transport where it meets the horizontal transport area.

Solution

CAUSE:
Dirty bushing.

SOLUTION:
Check the bushing shown as index 16 in figure 15 . Clean the shaft and bushing and lubricate lightly.

Solution ID TAUS0638612EN*

Solution Usage 1

Description

Part number for the wire harness that the fuser plugs into at the rear of the copier.

Solution

Harness (p/n 4002-6819-01). Refer to Product and Technical Support Bulletin #3854 for exact details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0640560EN*

Solution Usage 1

Description

Paper jamming at the registration roller. Jams occur in the same location, regardless of which paper drawer the paper is fed from. The transport roller seems to be turning improperly.

Solution

CAUSE: Dirty bushings and/or bearings.

SOLUTION: Clean the bearings and bushings on the pre-registration or loop roller.

Solution ID TAUS0643887EN*

Solution Usage 1

Description

Intermittent C1499 service code when making copies.

Solution

CAUSE: The IR cooling fan (M52) fails to turn.

SOLUTION: Verify that CN152 and PJ4IC on the SCP (Scanner Control Board) are connected properly. If so, replace the M52 IR cooling fan motor (p/n 9313-1911-41). If by chance the issue is still unresolved, replace the Scanner CB (p/n 4002-0105-03).

Solution ID TAUS0644227EN*

Solution Usage 1

Description

C0998.

Solution

CAUSE: Poor connection, failed sensor, or failed PWB-A.

SOLUTION: Please perform the following checks:
1. Check the voltage at PJ7A-7A for 5V DC when PC-141 is unblocked and 0V DC when it is blocked.
2. Check the voltage at PJ7A-8A for 5V DC when PC-140 is unblocked and 0V DC when it is blocked. If the 5V DC is present but a change does not occur replace the PC sensor.
3. If there is not 5V DC or a change on these pins, reseat the connectors on the PWB-A of the PF-115 and check the PWB-H for proper connection.
Please see the Field Service Manual for additional details.
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0645475EN*   **Solution Usage**   1

Description

Is a two-hole punch option available?

Solution

SOLUTION: A two-hole punch option is available. Please see Bulletin 3672   for further details.

Solution ID   TAUS0645858EN*   **Solution Usage**   1

Description

Power on with switch off. When plugging in the copier it attempts to power up even if the main switch is turned off. About 10 seconds after plugging in the machine it will turn off again.

Solution

CAUSE: PWB-C malfunction.

SOLUTION: The key to diagnosing this problem is unplugging the copier, then with the power switch in the off position plugging the machine back in. PWB-C probably needs to be replaced.

Solution ID   TAUS0647578EN*   **Solution Usage**   1

Description

The copier goes into to sleep mode after 90 minutes. Is there a way to disable the energy save mode or to extend the time past 90 minutes?

Solution

The Auto Sleep mode or Auto Shut Off can be set to [OFF] in the Users Choice Mode. The selection is available under tab [5 of 6] once entering the Users Choice Mode. Among the choices of tab [5 of 6] will be a selection that indicates auto "Sleep" if a print controller is installed, and auto "Shut Off" if there is no print controller installed. Simply select [OFF] to disable that mode. In addition, under tab [5 of 6] is a choice for "Energy Save". This option can be set to a maximum of 90 minutes and can not be disabled. This is the specification for Energy Star and this copier.

Solution ID   TAUS0651562EN*   **Solution Usage**   1

Description

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution

 The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
 Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID   TAUS0700244EN*   **Solution Usage**   1

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

 To determine what version of Sun Java™ is installed, perform the following:
 1. From a command prompt type:java -version
 2. Press Enter.
 3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID   TAUS0701368EN*   **Solution Usage**   1

Description

J11-02.

Solution

 CAUSE: Failed MC15 and MC16.

 SOLUTION: Replace MC15 and MC16 (p\n 56AA82011).

Solution ID   TAUS0702888EN*   **Solution Usage**   1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

 Please perfrom the step-by-step procedure mentioned in the attached document.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0627878EN*   **Solution Usage**   0

Description

Developer leaking (dumping) at rear of the developing unit. Developer builds up a sufficient quantity to affect copy quality and drop onto copies.

Solution

PROBABLE CAUSES:
1. The angle of the Drum Drive Shaft may be incorrectly aligned causing the developer to leak from the rear side of the unit.
A .3mm spacer is available to correct the alignment of the Drum Drive Shaft in the machine. If the spacer and the solution below (bias terminal) do not solve the problem, please contact the District Service Manager.

2. Low bias voltage applied to the sleeve/magnet roller causes toner to buildup at the transfer/separation guide plate. Copies strike this toner and carry a small amount to the fuser section where it builds up at the fuser entrance guide plate.
Completely remove the bias terminal from the copier and clean the frame, holder, terminal and sleeve/magnet roller contact with alcohol. Form the bias terminal slightly upon reassembly to assure good contact. Do not reapply the conductive grease to the contact. Please see bulletins [[3461|URL http://techweb.konicabt.com/tpm/media/3461.pdf]] and [[3752|URL http://techweb.konicabt.com/tpm/media/3752.pdf]].
Notes:
   a. Paper jams may be occurring as copies strike a buildup of toner on the fuser entrance guide plate. Also a toner accumulation may be noticed at the T/S guide plate. Copy output may have a buildup of toner along the leading edge and copies may also be output with toner blotches and speckles. The lead edge build up on the copies is most noticeable when looking at a stack of copies. In addition, other copy quality issues may be present like poor fill and shading.
   b. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0628348EN*   **Solution Usage**   0

Description

When trying to use PageScope to get the "Total Count" from a Di550 with a Pi5501, the counter is grayed out. However, when trying to get the "Total Count" from a Di351 with Pi3502, it works. Is there a setting that needs to be made to make a Di550 display the total count?

Solution

The Pi5501 does not currently support the display of total counts. Future controller MIB (Management Information Base) is planned to support this.

Solution ID   TAUS0630810EN*   **Solution Usage**   0

Description

What is required to scan to file and/or scan to E-mail using the Pi5500?

Solution

First, make sure the current firmware is installed in the copier/printer and the current system software is installed in the print controller. Please refer to bulletin 3103L for the current firmware for the Di450/550.
The Scanner Mode requires that 64MB of memory be installed in the copier/printer. Memory requirements are detailed in bulletin 3159 . Please refer to the following for the correct peripheral mode setting in the copier/printer. The information is from bulletin 3646 .

Pi5500 with system software 2.0 or greater Peripheral Mode 4
Pi5500 with system software less than 2.0 Peripheral Mode 3
Pi5501 Peripheral Mode 5

The above settings are accessible through tech rep service mode, tech rep choice, controller set, and peripheral mode.
After making sure the copier/printer is configured properly, select the scan key, select the direct button, enter a number from 0001 to 9999 and hit the start key to scan. To retrieve the scan from the Pi5500, open PageScope Light by entering the TCP/IP* address of the controller in the web browser. Click on the Fiery* WebTools button at the bottom of the PageScope Light window and select Fiery WebScan. Enter the four-digit number entered at the copier/printer when the original was scanned and click the refresh button. The scanned image should be listed. Click the Save As button to save the scanned image as a TIF or PDF file. Also refer to the Setup instruction for the Pi5500 controller using the Scan to Email option   document
Notes:
1. The Pi5501 is not supported on the Di470; the Di470 supports the Pi5500 and the Pi4700e. The Pi5501 is compatible only with the Di450 and Di550.
2. Prior to Pi5500 system software version 2, the peripheral mode was set to 3.
3. The controller type should always be set to 0.

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4. Scanning to FTP is not supported by the Pi5500.

5. Please also see the Pi5500 Getting Started manual .

6. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631677EN*   **Solution Usage**   0

Description

A C0994 error message (Main Tray Elevator motor failure to turn) at power up. The copier is a brand new, out-of-the-box copier.

Solution

CAUSE: Loose connectors.

SOLUTION: Check the connections between PWB-H and PWB-A on the PF115. This connection may not be properly set. Be sure to check the connections of the PWB-H at the paper cassette, and on the PWB-A. For additional details, please refer to the FS115 Field Service Manual and other field service documention .

Notes:

1. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]]. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

2. To view the above zipped PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631681EN*   **Solution Usage**   0

Description

Error code C10A5 (C-10A5) appears on the display.

Solution

This code is usually caused by incorrect firmware in the copier. Make sure the firmware for PWB-A (flash ROM IC1A) is the correct version for the machine. (There are different versions for the Di450 and Di550.) Please [[click here| ftp://kbtdigital:kx15@ftp.konicabt.com/Black_white_products/Firmware/Di550/]] for the current firmware.

Also check both connectors from the cabinet to the machine. Please see the Field Service Manual (approx. 4 MB) for additional details on error codes.

Solution ID   TAUS0631684EN*   **Solution Usage**   0

Description

C-0F33 code. The steps in the Troubleshooting section of the manual do not resolve the problem.

Solution

Check to make sure that the ATDC value noted after running F8 was entered as the "set" value in the Adjust Mode. If the ATDC "set" value was correct, check the connections between the PWB-A and the ATDC.

To check the ATDC "set" value follow the procedure below:

1. Enter the Tech Rep. mode.

2. Press the stop key and then the start key

3. Select printer.

4. Select ATDC reference value. The current value should be close to 5V and the set value should be the same voltage setting as the current. If the value is found to be at "0V" the ATDC setting was not set properly when new developer was installed.

Note: When installing new developer, make sure that the toner hopper and sub hopper are empty. If not, extra toner may be added at the time the ATDC reference value is set (during F8 process). This will cause light copies.

Please see page T-74 of the [[Di520/620 troubleshooting manual| | URL http://techweb.konicabt.com/tpm/mfiles/SvcFieldDi450550.zip]] for additional details. For the Di450/550, please see page T-66 of the [[Field Service Manual| | URL http://techweb.konicabt.com/tpm/mfiles/Trouble.pdf]].

Solution ID   TAUS0631690EN*   **Solution Usage**   0

Description

The FN-5 option is not z-folding properly.

Solution

A firmware upgrade is required. Please see Technical Bulletin 3218a for details.

Solution ID   TAUS0631692EN*   **Solution Usage**   0

Description
On the Di550 An open indication for the document handling tray flashes.

Solution
If an open indication for the document handling tray flashes, add a washer (4641-3601-01) to the point where the tray is fixed. The document handling tray of the EDH-3 is attached with some extra space at front/rear side of the tray. This makes the lever for the paper take-up open/close sensor on/off shake back and forth. Note: A washer has been added to the machines with serial number XX11194 and onward.

Solution ID   TAUS0631695EN*   **Solution Usage**   0

Description
C0010.

Solution
CAUSE: PC drum drive motor fails to turn.

SOLUTION: To verify why the PC drum drive motor fails to turn, perform the following:
1. Check that the voltage across PJ7A-3A on the master board and GND is 5V DC (motor de-energized) and 0V DC (motor energized) when start key is pressed. If yes, go to step 2; if not, replace the master board.
2. Check that the voltage across PJ7A- 4A on the master board and GND is 5V DC (motor de-energized) and 0V DC (motor energized) when start key is pressed. If yes, replace the master board; if not, replace the motor.
Notes:
   a. Please see the Field Service Manual   for additional details.
   b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631697EN*   **Solution Usage**   0

Description
C0040.

Solution
CAUSE: Failed suction fan motor/no fan rotation.

SOLUTION: The voltage across PJ13A-1B on the master board and GND should be 5V DC after the malfunction has been reset. If so, replace the master board; if not, replace the motor. Please see the Di450/Di550 Field Service Manual   (approximately 4MB) for additional details.
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0631699EN*   **Solution Usage**   0

Description
C0042 shortly after power up.

Solution
CAUSE: Fusing unit cooling fan motor fails to turn.

SOLUTION: Reset the malfunction then test as described below.
Fusing unit cooling fan motor rotation: the voltage across PJ13C-1 on the power supply board and GND is 24V DC (during high-speed rotation) and 16V DC (during low-speed rotation) . If the voltages are not correct change the power supply board.
Fusing unit cooling fan motor rotation: the voltage across PJ13C-3 on power supply board and GND should read 5V DC after the malfunction has been reset. If yes, change the master board; if not, change the motor.
Please see the Field Service Manual   for additional details.
Notes:
1. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].
2. To view the above zipped PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631700EN*   **Solution Usage**   0

Description
C0046 shortly after power up.

Solution
CAUSE: PH cooling motor 1 fan (M22)malfunction.

SOLUTION: After the malfunction has been reset (open/close the front door orpower OFF/ON the power switch), the voltage across PJ4IC-1 on the master board and GND should be 24V DC. If not, change the SCP board (p/n 4002-0105-03).
The voltage across PJ4IC-3 on master board and GND should be 0V DC after the malfunction has been reset. If it is, change the SCP board; if not, change the motor (p/n
 9313-1910-31) .
Please see the   Field Service Manual for additional details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0631702EN*   **Solution Usage**   0

Description
C004F shortly after power up.

Solution
 CAUSE: Power supply unit cooling fan motor 2 (M15)fails to turn.

SOLUTION: For code C004F, perform the following:
1. Power supply unit cooling fan motor 2rotation: the voltage across PJ6A-11 on the power supply board and GND is 24V DC after the malfunction has been reset. If not, change the master board (p/n 4002-0104-03).
 2. Power supply unit cooling fan motor 2 rotation: the voltage across PJ6A-13 on the power supply board and GND is 5V DC after the malfunction has been reset. If yes, change the motor (p/n 9313-1911-31); if not, change the master board - PWB-A(p/n 4002-0104-03).
Please see the   Field Service Manual for additional details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0631705EN*   **Solution Usage**   0

Description
C0090 during operation.

Solution
CAUSE: Developing unit drive motor fails to turn.

SOLUTION: Check that the voltage across PJ7A- 7A on the master board and GND is 5V DC (motor de-energized) and 0V DC (motor energized) when the start key is pressed. If not, change the master board.
If the voltage across PJ7A- 6A on the master board and GND is 5V DC (motor de-energized) and 0V DC (motor energized) when the start key is pressed, check the drive coupling and check for correct installation of the developing unit or change the motor; if not, change the master board.
Please see the Field Service Manual   for additional details.
Notes:
1. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].
2. To view the above zipped PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631724EN*   **Solution Usage**   0

Description
What is the standard memory configuration of the machine?

Solution
SOLUTION:The machine comes standard with 32 MB and can be upgraded to 64 MB.

The standard 32 MB is soldered to PWB-B. The optional 32 MB of memory is located on PWB-M, which is installed in a slot on PWB-B. Please see the Di550 configuration sheet   The RAM can be checked using the Tech Rep. Service mode.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631728EN*   **Solution Usage**   0

Description
Current firmware and flash card specifications.

Solution
Flash card specifications: AMD "D" series Type 1 Linear Flash 8MB card, 5V DC only operation, with a minimum of 200ns access time from standby.   In addition to the pre-programmed set of cards blank cards are available. The part number for an 8MB/135ns AMD PCMCIA flash card is 7660-8013-5. Please refer to bulletin 3103L for the current firmware.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631732EN*   **Solution Usage**   0

Description
A jam occurs at the transport roller section.

Solution
CAUSE:
This occurs when the spring (4002-3519-01) in the transport roller sensor (PC2) assembly touches the guide plate (4002-3502-02), preventing the actuator (4002-3518-01) from returning.

SOLUTION:
To correct jams in the transport roller section, move the transport roller sensor (PC2) assembly slightly so that the actuator (4002-3518-01) can move smoothly without touching the guide plate (4002-3502-02).

Note: The guide plate (4002-3502-02) with a white mark shows that the position of the transport roller sensor assembly has been properly adjusted.

Solution ID   TAUS0631748EN*   **Solution Usage**   0

Description
A C1326 code is displayed on the copier. The code clears and again returns.

Solution
PROBABLE CAUSES:
1. This code is usually caused by a firmware bug. Please refer to the [[downloads page| URL http://techweb.konicabt.com/DownloadSelector/SearchResults.aspx?CNAME=di450]] for the current firmware.

2. Improper installation of the printhead. Remove the two thumb screws that secure the print head. See service bulletin 3182 for additional information. This code can also indicate a problem with the Memory Board or the Master Board. Please see the Field Service Manual for additional details.

Solution ID   TAUS0631752EN*   **Solution Usage**   0

Description
Peripheral Mode and Controller Type settings for the Di550/Pi5501.

Solution
Set the Peripheral Mode to 5 and the Controller Type to 0. For more information please see bulletin 3646 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631761EN*   **Solution Usage**   0

Description
Frequent jamming at the fuser section and/or the exit section.

Solution
PROBABLE CAUSES:
1. The fuser drive is inconsistent.
Please refer to service bulletin 3470 for a modification to the gears of the fuser drive clutch section.

Note: Click on the blue-highlighted links within the PDF(s) to view additional details.

2. Incorrect angle of separation fingers.
Please see service bulletins 3605 and 3754 for a modification and correct installation.

3. Inadequate current to M2 due to pitted relay contacts.
Please clean the relay contacts of RY-2C and RY-5C on PWB-C. To locate the relays, please refer to the photo for the relay locations on PWB-C.
Notes:
   a. Part numbers for other components of this section are listed in bulletin 3516 .
   b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631779EN*   **Solution Usage**   0

Description
Part number of the FN-105 stapler cartridge.

Solution
The part number of the FN-105 stapler cartridge is 4643-7802-01. Please see bulletin 3247 for additional information.

Solution ID   TAUS0631827EN*   **Solution Usage**   0

Description
C004C during operation.

Solution
CAUSE: Ventilation fan motor fails to turn.

SOLUTION: The voltage across PJ9A-7B on the master board and GND should be 24V DC when the start key is pressed. If not, change the master board. If the voltage across PJ9A-5B on the master board and GND is 0V DC when the start key is pressed, change the master board; if not, change the motor.
Notes:
1. Please see page T-37 of the Field Service Manual for additional details.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0631833EN*   **Solution Usage**   0

Description
The machine displays the C099C Code.

Solution
PROBABLE CAUSES:
1. Mechanical problem with drawer 3 paper shifter. Inspect the drive system for the paper shifter.

2. Connection problem. Check the voltage at PJ7A-4B on the PWB-A of the PF-115 for a change from 0 to 24vdc when the drawer is closed with paper on the shift tray. If the voltage does not change inspect the connections from M-127 to the PWB-A.

3. Sensor failure. Check the voltage at PJ7A-3A for 5vdc when PC-143 is unblocked and 0vdc when it is blocked. If the voltage does not switch replace PC-143. Please see the Field Service Manual (approx 4 MB) for additional details.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0631835EN*   **Solution Usage**   0

Description
C0997.

Solution
CAUSE: Loose connections at PWB-A and/or a failed PC136.

SOLUTION: Inspect the drive system for the Shift Gate. Check the voltage at PJA- 2B (PF115 PWB-A) to be sure it changes from OV DC to 24V DC when

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the draw is closed with paper loaded on the shift side. If the voltage changes, inspect M128; if not, reseat the connections to the PWB-A of the PF115. Check for 5V DC at PJ7A-1B when PC136 is unblocked and OV DC when it is blocked. If necessary replace PC136. Please see the Field Service Manual (approximately 4MB) for additional details.
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0632071EN*

Solution Usage   0

Description

What is the part number for the fuser cover and the top cover on the Di450 and Di550?

Solution

The part number for the side fuser cover is 4002-5762-05. The top cover is 4002-5755-03.

Solution ID   TAUS0633666EN*

Solution Usage   0

Description

Have part numbers been issued for the FN-105 and FN-106 mounting hardware?

Solution

See Bulletin 3505 for details.

Solution ID   TAUS0633806EN*

Solution Usage   0

Description

An M5 code is displayed. After completing PM, the code did not clear.

Solution

The M5 code is related to the drum. To clear the code, please clear drum counters 1, 2, and 3. For additional information, please see bulletin 3273 .

Solution ID   TAUS0633912EN*

Solution Usage   0

Description

How many bags of starter are used when setting up the machine?

Solution

One bag of starter should be used. The Unpacking/Setup instructions originally stated that two should be used; that was corrected in bulletin 3055 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0633968EN*

Solution Usage   0

Description

There is a solid black image near the lead edge of the copy and paper jams are occurring in the Fusing Unit.

Solution
CAUSE:
Inadequate separation.

SOLUTION:
Please see bulletin 3605   for changes made to the fuser separation fingers.

Solution ID   TAUS0634120EN*

Solution Usage   0

Description

The copier's LCD shows that a door or the EDH is open but there is no arrow to indicate which door needs to be checked. What is the problem?

Solution

This usually indicates that the toner collection bottle needs attention. Please check the bottle (in the back of the machine) to see if it is full or not seated

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correctly.

Other items to check include the machine's interlock switches and the the toner box sensor.

Solution ID   TAUS0634215EN*   **Solution Usage**   0

Description

When feeding documents from the EDH-3, the take-up roller and feed rollers sometimes do not turn resulting in a mis-feed or jam. This may be accompanied by a grinding or ratcheting noise from take-up motor (M1).

Solution

PROBABLE CAUSES:
1. Insufficient torque at M1.
Parts changes have been made to address this problem. Please refer to bulletin 4218 for details.

2. Wear or damage to the shaft and gear assembly that transmit drive from M1 to the take-up rollers.
Replace as necessary.
Notes:
   a. When installing the new shaft, be sure to clean all the parts that the shaft goes through. This ensures that there is a minimal amount of mechanical drag on M1. Please refer to bulletin 3551 for a diagram showing the shaft and part numbers. The gear assembly contains a pin that fits into the end of the shaft. (This is often overlooked!) Also remove the take-up mechanism gear, clean and lube.
   b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0634265EN*   **Solution Usage**   0

Description

Part number for the exit tray. The machine is being set up without a finisher.

Solution

Paper exit tray (p/n 1139-0156-02).

Solution ID   TAUS0634439EN*   **Solution Usage**   0

Description

When scanning with the controller, can the default setting for TIFF/PDF be set to PDF? Can the default resolution be changed?

Solution

It is not possible to change the scanning default for the Pi4700e, Pi5501, or Pi5500. PDF must be selected manually to scan in PDF format. The default scanning resolution cannot be changed.
Note: To change the resolution for an individual job, press the clear button and then entering the desired resolution.

Solution ID   TAUS0634786EN*   **Solution Usage**   0

Description

C-18xx print controller error with a Pi5501 print controller installed.

Solution

CAUSE: These service codes indicate a problem with communication between the print controller the printer.

SOLUTION: Please reseat the print controller and all of the connectors associated with the controller. Also refer to pages T-2 and T-3 of the Pi5501 Service Manual . If this fails to correct the problem, use the DIPswitch settings on page M-8 to perform a hard reset. In some cases, the issue can be corrected by updating the firmware in the print controller. The flashROM for the controller and the NIC are discussed in service bulletin 4672 .
Notes:
1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. Click on the blue-highlighted links within the PDF(s) to view additional details.
3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0634899EN*   **Solution Usage**   0

Description

Part number for the toner waste bottle for the Di450/Di550.

Di550

Solution

The part number for the toner waste bottle for the Di450/Di550 is 4640-0151-02. It can be found on page 1 (item 5) of the PF-115/208/7D Parts Manual.

Solution ID   TAUS0634938EN*

Description

FN5, finisher stapler part number.

Solution

FN5 stapler parts are the same as those in the FN3. Please see bulletins 2676   and 2697 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0635030EN*

Description

List of the recommended parts to be stocked for the Di450/Di550.

Solution

 Suggested Initial Parts Inventory List   for these machines. This document is also available on MyKonicaMinolta.com. Recommended parts inventory lists for other products are also available in Service side of the Library section of MyKonicaMinolta.com. Search through manuals for the specific product(s).
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0635058EN*

Description

How to print from a UNIX* system using the Pi5501 NIC.Pi5501) works properly.

Solution

Please refer to Chapter 6 of the Pi5501 Network Interface Card for Pi5501 Operators Manual.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0635175EN*

Description

How to upgrade PCMCIA flash cards to a higher flash ROM version.

Solution

To re-write a flash card with a new version of flash ROM data a PCMCIA card slot and the appropriate software are needed.
Note: One program commonly used for this purpose is Elan Memory Card Explorer.

For details on the procedure to upgrade the machine's flash rom, please refer to pages D-112 through D-116 of the Field Service Manual.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0635210EN*

Description

What is the part number for the ribbon cable that is connected between the CCD and the B board? T

Solution

The part number for this cable is 4002-6006-03.

Solution ID   TAUS0635345EN*
          Solution Usage   0

Description
EDH jam. Paper feeds up to the first transport roller and stops. There is a humming noise from the rear of the EDH.

Solution
CAUSE: Incorrect drive belt tension.

SOLUTION:
Decrease the tension of the two drive belts on the rear of the EDH-3. Please refer to EDH-3 parts manual , illustration #7, page 13, items 5 and 17.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for
free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0635602EN*
          Solution Usage   0

Description
Item numbers for Parts or Service Manuals.

Solution
Please refer to this publications list .

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0635863EN*
          Solution Usage   0

Description
When entering Users Choice, only four screens are displayed instead of six.

Solution
CAUSE: When Copy Track is enabled for the copier, users are limited to the first four screens in the User's Choice mode. However, the administrator can still see and use all six screens.

SOLUTION: To gain access to all six, the administrator should follow these steps:
1. Press the utility key.
2. Press Users Choice.
3. Enter Administrator's #
When Copy Track is enabled for printing from a controller, all six screens are still visible if Copy Track is not enabled for walk-up copier use.

Solution ID   TAUS0635902EN*
          Solution Usage   0

Description
Scanning is unavailable with the Pi4700e connected.

Solution
CAUSE: Insufficient memory in the controller and printer.

SOLUTION: Add the 128 MB upgrade to the Pi4700e and add the 32 MB upgrade to the Di550. The controller type must be 0 and the peripheral mode must be 5. The Pi4700e system firmware must be downgraded to [[version 1.02| URL ftp://techweb:HelpMe@ftp.konicabt.com/md2sv102nfm.exe]] prior to installation on the Di550.   Chapter 9 of the Pi4700e Printer Controller User Manual describes the steps involved in setting up scanning to E-mail and scanning to FTP (scanning to controller hard disk is not supported). For details on FTP scanning or scan to E-mail, please see bulletin 3453 .
Notes:
1. Although this information references the Pi5501, it also applies to the Pi4700e.
2. The Pi4700e system firmware downgrade must be done while connected to a Di470. The instructions for flashing the controller are on page T-8 of the Pi4700e Service Manual.
3. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0636050EN*
          Solution Usage   0

Description

Is it possible to scan to FTP from the Di550 copier with a Pi5500?

Solution

Sorry, but scan to FTP is not supported on the Pi5500, Pi6500Pro, or Pi7500.

Solution ID   TAUS0636057EN*   **Solution Usage**   0

Description

Is a pre-assembled PM kit available?

Solution

Please see Service Marketing Bulletin 51 which contains a list of item numbers for the Di450 PM Kit.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0636724EN*   **Solution Usage**   0

Description

"HDD full" message when attempting to scan a job after clearing the server.

Solution

CAUSE: Due to a bug in an earlier version of the system software, scan jobs were not deleted from the hard disk drive when the server was cleared.

SOLUTION: For system software 1.0x this was corrected with patch 1-2xrtr. The current solution is to install version 2 system software. Please see bulletin 3463 for the current system software.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0637080EN*   **Solution Usage**   0

Description

Why is the bypass tray sometimes not available for walk-up copying when jobs are in the lock job queue?

Solution

This is a limitation of the copier/printer when using lock job or reserve copy functions. A message is displayed when a piece of paper is inserted in the bypass to alert the user to the fact that this feature is unavailable. To utilize the bypass tray, any lock jobs must first be printed and all reserved jobs cleared.

Solution ID   TAUS0637373EN*   **Solution Usage**   0

Description

C0650 when the copier goes into pre-scan. After resetting the code, the problem sometimes goes away and the machine works properly all day.

Solution

CAUSE: Scanner reference position sensor (PC51) does not switch to "OFF" while the scanner is moving. The scanner reference position sensor (PC51) is attached to the base frame of the copier at an angle instead of vertically. The interlock switches on the copier's front and side doors can also cause false C-06xx codes.
Note: The home position sensor, cables, and scanner motor have been checked.

SOLUTION: Please install the scan reference position sensor (PC51) in the proper position (positioned perfectly vertically). In addition to PC51 being improperly aligned, the interlock switches on the copier's front and side doors can also cause false C-06xx codes. Please replace theses switches if adjusting PC51 fails to resolve issue.

Solution ID   TAUS0637789EN*   **Solution Usage**   0

Description

The Pi5501 does not produce a configuration page after the copier is turned on.

Solution

PROBABLE CAUSES:
1. Incorrect controller type and/or peripheral mode has been set.
Please make sure the following settings have been made for the Pi5501: controller type 0 and peripheral mode 5.

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2. Problem with the NIC.
Please reset the NIC by performing the following:
    a. Disconnect the power from the machine.
    b. Move the jumper provided at pins "OP2" on the NIC card one pin to the left, toward the letters "FACT."
    c. Turn on the power and allow the controller and NIC to come to their ready states.
    d. Disconnect the power and re-position the jumper back to its original position.

3. Problem with the controller board. Please reset the controller by performing the following:
    a. Disconnect the power from the machine.
    b. Change DIP switch 1, bit 4 to ON.
    c. Turn on the power and allow the controller to come to its ready state (allow 5-10 minutes).
    d. Disconnect the power and change DIP switch 1, bit 4 back to the OFF position.

Solution ID   TAUS0638396EN*   **Solution Usage**   0

Description

Part number available for the clutch in the punch unit of the FN-5.

Solution

The part number of the clutch is 4470-7801-01. Please refer to bulletin 3853 .

Solution ID   TAUS0639252EN*   **Solution Usage**   0

Description

Duplex jamming when making 2-sided copies.

Solution

CAUSE: Random operation of M10. Bushings were contaminated because of poor environment (i.e., cigarette smoke, dust).

SOLUTION: Clean and lubricate turnover and exit bushings.

Solution ID   TAUS0639965EN*   **Solution Usage**   0

Description

FN6, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution

CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge .

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from the FN121/FN10 finisher or use the modified stapler position jig (p/n 13QEJG010).
Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0640576EN*   **Solution Usage**   0

Description

Service code C-0D50 (Duplex Horizontal Transport Motor M131 failure) is displayed at start up.

Solution

Check for continuity between the wires of the Duplex Horizontal Transport Motor (M131) and the PF-115 main board (PWB-A). If there is continuity, replace the Duplex Horizontal Transport Motor (part number 9314-2911-02).

Solution ID   TAUS0640960EN*   **Solution Usage**   0

Description

Information for parts number (Lens/scanner section, turnover section).

Solution

See KOM050123 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0640968EN*   **Solution Usage**   0

Description
Information for parts number (Elevator tray drive section).

Solution
See KOM050124 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0640970EN*   **Solution Usage**   0

Description
Information for parts number (Electrical components).

Solution
See KOM050125 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0641305EN*   **Solution Usage**   0

Description
Thermostat replacement precautions for all models using Faston Terminals.

Solution
CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0641559EN*   **Solution Usage**   0

Description
How to clear an M1 code.

Solution
To clear an M1 code, go to Counter/Maintenance/Maintenance Set and press the Clear key.
Notes:
1. For additional information, please see bulletin 3273 .
2. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0641678EN*   **Solution Usage**   0

Description
Paper is buckling at the suction unit. C-0040 may be displayed. Paper is striking the underside of the cleaning unit, causing smudged output and intermittent jamming at the fuser section.

Solution
CAUSE:
Faulty M17 suction fan motor.

SOLUTION:
Replace the suction fan motor M17. The part number is 9313-1310-61.

Solution ID   TAUS0641817EN*   **Solution Usage**   0

Description
Information for parts number (developing unit).

Solution
See KOM050307 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0641820EN*   **Solution Usage**   0

Description
FN5, Information for parts number (elevator tray drive section).

Solution
See KOM050308 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0642442EN*   **Solution Usage**   0

Description
How to set up scan to FTP with the Pi5501.

Solution
Refer to Service Bulletin 3453 for instructions on setting up scanning to FTP or E-mail.
 Service Bulletin 3646 shows the correct Peripheral Mode settings on the copier.
Notes:
1. The controller type should always be set to 0 for the Pi5501.
2. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0642479EN*   **Solution Usage**   0

Description
Lifting plate part numbers now available.

Solution
See KOM050458 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0642811EN*   **Solution Usage**   0

Description
Vibrating, rubbing noise coming from the LCC (PF-115).

Solution
CAUSE: Separation roller not turning as it should and vibrating.

SOLUTION: Stretch the separation pressure spring out a bit to increase roller pressure. Also, lightly lube the arbor spring that's on the separation roller unit itself.
SPECIAL NOTE: Solution provided by DAVID LINDBLOM, ARCTIC OFFICE MACHINE, INC.

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Solution ID   TAUS0642990EN*

Description

How to identify which file is used to flash each board ROM (firmware).

Solution

File 4003-50G0-xx-00 is the flashROM for PWB-A (IC-1A).
File 4002-F0G0-xx-00 is the flashROM for PWB-B (IC-353B).
FIle 4002-90G0-xx-00 is the flashROM for PWB-W (IC5W).
These files can be downloaded from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]]. Please see pages D-112 to D-115   of the Di450/Di550 Field Service Manual for the flash procedure.   Pages D-5 and D-6   show the location of each board.
Notes:
1. PWB-W is the optional ECC board, which is used only if an external Fiery* controller (Pi5500) is attached.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0643120EN*

Description

How to enter the Adjust Mode.

Solution

At the main screen of the Tech Rep Mode, press [Start], then [Stop].

Solution ID   TAUS0643167EN*

Description

Intermittent jamming in the fuser section. The paper appears to be slowing down as it passes through the fuser.

Solution

CAUSE: Firmware problem.

SOLUTION: Please update the firmware from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]] and refer to bulletin 3103L for additional detail.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0643180EN*

Description

The print controller keeps losing my print jobs when printing large print jobs. What do I need to do to correct this issue?

Solution

Verify that the printer priority setting for the copier is set to "Printer" and not "Copier." This setting can be found in the key operator section under tab 6/6.

Solution ID   TAUS0643217EN*

Description

The print controller sometimes loses large print jobs.

Solution

CAUSE: The copier is set to "Copier Priority."

SOLUTION: Change the setting to "Printer Priority." This setting can be found in the key operator section under tab 6/6.

Solution ID   TAUS0643228EN*

Description

The machine has no power with the main switch is turned on.

Solution

CAUSE: PU1 has failed.

SOLUTION: Check voltages to verify correct output and refer to bulletin 3387 for a change in the design of PU1.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0643232EN*   **Solution Usage**   0

Description
Black bands are produced on copies.

Solution
CAUSE: The bias connector on the rear side of the developing unit and the corresponding holder cannot make a good connection due to the conductive grease.

SOLUTION: Clean all conductive grease from the bias connector and the corresponding holder.

Solution ID   TAUS0643595EN*   **Solution Usage**   0

Description
'Close section properly' message indicating that a door or the EDH is open, but there is no arrow to indicate which door needs to be checked.

Solution
CAUSE: This usually indicates that the toner collection bottle needs attention.

SOLUTION: Please check the bottle (in the back of the machine) to see if it is full or not seated correctly.
Note: Other items to check include the machine's interlock switches and the the toner box sensor.

Solution ID   TAUS0643639EN*   **Solution Usage**   0

Description
C10A5.

Solution
CAUSE: This code indicates incorrect firmware in the copier.

SOLUTION: Make sure the firmware for PWB-A (flash ROM IC1A) is the correct version for the machine. There are different versions for the Di450 and Di550. Please verify that the correct version firmware is installed in the machine. Also check both connectors from the cabinet to the machine. Please see the Di450/Di550 Field Service Manual for additional details on error codes.
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0643797EN*   **Solution Usage**   0

Description
Why do print jobs not print from Macintosh* OS 10.2.4 when the Copy Track feature is enabled?

Solution
Please refer to Bulletin 4388 for information about using the Mac OS X PPD Fiery* Job Notes feature on a computer running Macintosh OS version 10.2.4 or later.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0643826EN*   **Solution Usage**   0

Description
C0210.

Solution

CAUSE: Transfer/paper separator corona charge leak detected.

SOLUTION: Verify the image transfer/paper separator corona unit is installed properly, check that the image transfer/paper separator corona wires are not dirty or have snapped. If yes, clean or change them. Also, if the malfunction code appears even with PJ2HV1 unplugged, change the master board; if not, change the HV unit. Please see the Di450/Di550 Field Service Manual   for additional details.
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0643828EN*   **Solution Usage**   0

Description
C0210.

Solution

CAUSE: Transfer/paper separator corona charge leak detected.

SOLUTION: Verify the image transfer/paper separator corona unit is installed properly, check that the image transfer/paper separator corona wires are not dirty or have snapped. If yes, clean or change them. Also, if the malfunction code appears even with PJ2HV1 unplugged, change the master board; if not, change the HV unit. Please see the Di450/Di550 Field Service Manual   for additional details.
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0643902EN*   **Solution Usage**   0

Description
How to set the TCP/IP* address of the Pi5501.

Solution

To set the TCP/IP address, utilities such as BOOTP or MAP may be used. If the current TCP/IP address is known, it can also be set using the Telnet program, as described in chapter 9 of the Pi5501 NIC Operator's Manual . In most cases, an easier way to change the TCP/IP address is to set the desired address using PageScope Light.

* Trademark ownership information

Solution ID   TAUS0643917EN*   **Solution Usage**   0

Description
Jams in the transport, fusing, or paper exit section.

Solution
CAUSE: The misfeed may occur due to the chattering of the Paper Exit Sensor Actuator for PC-9.

SOLUTION: The tension of the Torsion Spring for the Actuator of PC-9 has been increased to correct the possibility of a paper misfeed. Please see bulletin 3219 for details and affected serial numbers.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0643949EN*   **Solution Usage**   0

Description
There is background on all of the copies. Toner is spilling onto the pre-transfer guide plate and transfer corona unit.

Solution
CAUSE: Poor bias contact.

SOLUTION: Check the bias clip at the rear of the developer. If an oily build up is present on the clip, clean it of using alcohol and reinstall the developer unit. Conductive grease (p/n 1500-9921-01) should be reapplied.

Di550

Solution ID   TAUS0644084EN*   **Solution Usage**   0

Description

Originals "dog ear" at the rear lead edge, folded toward the top side in letter speed direction.

Solution

CAUSE: Curled originals become caught on the paper take-up assembly.

SOLUTION: Mylar Film may be attached to the areas shown in bulletin 3291 to prevent the originals from being caught on the paper take-up assembly.
Notes:
1. For multi-sheet feeding problems, please see bulletin 3379 .
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0644137EN*   **Solution Usage**   0

Description

An "Invalid Destination Name" message in PageScope Light when scanning to E-mail. This may also be displayed as "Invalid Distination Name".

Solution

CAUSE: Incorrect E-mail or SMTP address.

SOLUTION: Please verify that the destination E-mail address has been entered in the correct format; check that the SMTP address is correct and that a reply address has been entered. The reply address cannot be blank. Also review the steps in bulletin 3453 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0644146EN*   **Solution Usage**   0

Description

Is it necessary to change the web counters to make sure the web is not overdriven?

Solution

Service Bulletin 3103c indicates that IC1A version 28 on the Di550 increases the rate at which the web turns. The firmware upgrade corrected a problem which prevented the fuser web from advancing properly. Without the upgrade, a large portion of web would remain after 500K counts.
The firmware upgrade increased the amount of web advancement to utilize the web more efficiently. There is no need to change the counts after upgrading the EPROM. Normal web advance will be implemented.
The Product information guide lists expected consumables yields.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0644162EN*   **Solution Usage**   0

Description
C-11A0.

Solution

CAUSE: This service code indicates a "Peripheral Mode Sequencing Error." This could be caused by a poor connection between the controller or accessories that are installed or an incorrect peripheral mode setting. Possible defective PWB-B (Image Processing Board).

SOLUTION: If there is a controller or any accessories installed, make sure they are connected properly. Check the connection between the interface board if a controller is installed. Also make sure the peripheral mode is set correctly, according to Bulletin 3646 . If a hard drive or optional memory is installed, check that it is installed properly. Check the firmware in the copier; verify that it is the latest version. If all of the above checks fail to correct the issue, replace the Image Processing Board (PWB-B).
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0644371EN*   **Solution Usage**   0

Description

How to clear a C-05xx fuser code, including C-0500, C-0510, C-0520, etc.

Solution

C-04xx (exposure lamp) and C-05xx (fuser) codes can be cleared by pressing the Trouble Reset switch (S-25) on the Tech Rep Settings Switches Board. Please refer to page S-5 in the Field Service Manual .
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0644375EN*   **Solution Usage**   0

Description

How to clear a C-04xx exposure lamp code, including C-0400, C-0420, etc.

Solution

C-04xx (exposure lamp) and C-05xx (fuser) codes can be cleared by pressing the Trouble Reset switch (S-25) on the Tech Rep Settings Switches Board. Please refer to page S-5 in the Field Service Manual .
Notes:
1. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0644378EN*   **Solution Usage**   0

Description

There is no memory card slot on PWB-A; the main board can't be re-flashed.

Solution

CAUSE: In certain production runs of the machine this slot was eliminated.

SOLUTION: A new PWB-A board must be installed if it is necessary to update the firmware on the main board.

Solution ID   TAUS0644394EN*   **Solution Usage**   0

Description

The copier intermittently prints fine black lines (or streaks) from lead to trail. If the machine sits idle for a while the first copy seems more likely to have the random streaks.

Solution

PROBABLE CAUSES:
1. Toner or dirt on the width glass. This can be avoided by installing a seal, which minimizes dust enterng the machine's optics. Please refer to bulletin 3418 .

2. Toner on fingers or cleaning blade. Check to see if the problem occurs when a test page is output from the Tech Rep mode. If lines appear in the test page, check to see if lines are created in the fuser by stopping the copier before the image can be fused. If the lines are present before fusing can take place, check to see if the lines line up with the pick off fingers, or cleaning blade.

3. Dirt on print head window. Make sure that the glass protecting the print head's optics is clean.

4. Incorrect charge or bias settings. If copies appear to be over-charged and extremely dense, check the charge and bias settings (in the Level History screen in the Tech Rep mode).

Solution ID   TAUS0644482EN*   **Solution Usage**   0

Description

How to enter the service mode.

Solution

Perform the following:
1.Press the utility key.
2. Press the meter count key.
3. Press Stop, 0, 0, Stop, 0, 1 in that order.

Note: See the switches section of the Field Service Manual for further information.

Solution ID   TAUS0644513EN*
Solution Usage   0

Description
C1180 is displayed at power on. When the code is reset a C1029 error is indicated. If the copier is turned off and on again the machine works until it is turned off again. We checked connections on the

Solution
Cause: These service codes have to do with signals being improperly sent between the memory board and IR board.

Solution: Check the connections between both. Make sure the optics are clean and the white strip in the optics section is clean and properly placed. Also check for improper firmware installed in the copier, poorly functioning interlock switches, and improperly functioning memory. If problem continues please consider replacing the memory board and possibly the IR board if the problem continues.

Solution ID   TAUS0644542EN*
Solution Usage   0

Description
Drum Part Number.

Solution
Drum, part number 4002-0291-01

Solution ID   TAUS0644567EN*
Solution Usage   0

Description
Blurry copies. The blurred copy occurs 1 inch from the front edge and continues until 1 inch from the rear edge.

Solution
Cause: The Wing nuts that hold the print head in palce could be installed to tight in some machines, causing the LD unit to bow.

Solution:Try removing the wing nuts on the print head unit. I This condition often causes C-13xx codes to be displayed. Please see bulletin 3182 for details.
 3182

Solution ID   TAUS0644568EN*
Solution Usage   0

Description
The machine displays the C0d50 code.

Solution
If M-131 turns inspect the drive section of the Horizontal Transport Unit.   Check the voltage at PJ12A-5; it should be 5 vdc with M-131 in standby and 0 vdc when the start key is pressed.   If this Change does not occur reseat the connectors on the PWB-A for PF-115.   Check the voltage at PJ12A-7 It should be 5 vdc with M-131 in standby and 0 vdc when the start key is pressed.   If the voltages are not correct replace M-13, part number 9314-2911-02).   If they are correct reseat the connectors on the PWB-A for PF-115.
 For additional details, please refer to the Field Service Manual (approx. 4 MB).

 Link

Solution ID   TAUS0644578EN*
Solution Usage   0

Description
The copier will not turn on after the firmware update procedure has been carried out. After switching on the copier the LED's of the start button and HDD light up momentarily.

Solution
CAUSE: This can occur if the main switch is turned off or there is a loss of power to the unit while data is downloading from the flash card.

SOLUTION: Remove all accessories from copier. If a print controller is attached to the ECC board, disconnect it. Having a controller attached at the time the copier is flashed may cause the copier to lock up, and give the appearance of a dead copier. If this does not resolve the problem, try the procedure below to recover the firmware download of the PWB-A board:

1. Switch off the main switch and unplug the main power cord from the power outlet.
2. Remove all connectors from the PWB-A board except the connector PJ1, PJ14 and PJ15.
3. Put the flash memory card, programmed with the correct printer firmware, in the socket (CN 1) of the PWB-A board.
4. Connect the main power cord to the machine.
5. Turn on the main switch.
6. The rewriting sequence starts automatically.
7. Don't touch the machine until LD3 and LD 4 are on steady and no longer blinking.
8. When LD3 and LD4 are on disconnect the main power cord.

---

9. Remove the Flash memory card from the PWB-A board.
10. Reinstall all the connectors on the PWB-A board you had removed in step 2.
11. Turn off the main switch.
12. Plug the power cord into the power outlet.
13. Turn on the main switch.
14. Check printer firmware version in Tech. Rep. Mode.

Note: If problems with firmware updates are encountered when flashing boards simultaneously, it is recommended that they be flashed separately.

 Bulletin 3428 .

Solution ID   TAUS0644624EN*   **Solution Usage**   0

Description
How to clear an M-6 (M6) code.

Solution
M-6 indicates that the exposure lamp needs adjustment or replacement. To clear the code, perform the following:
1. Enter the Tech Rep mode.
2. Enter I.R. & EDH Check.
3. Then go to Function I.R.
4. Run the Exp. Lamp Check.
5. Then run the Address Adjust.
If the code persists, change the exposure lamp.

Solution ID   TAUS0644633EN*   **Solution Usage**   0

Description
The code C11FE is displayed when the first non-sort copy enters the finisher tray after the main switch is turned on.

Solution
CAUSE: Firmware.

SOLUTION: The firmware of the FN-503 has been modified to correct the code from being displayed on the copier. Please see Bulletin 3395A   for further details and firmware download.

Solution ID   TAUS0644639EN*   **Solution Usage**   0

Description
Copies are always misaligned when stapling. None of the recommended adjustments in the manual seems to correct this problem.

Solution
CAUSE: Defective paddle roller.

SOLUTION: See   Bulletin 3357   for information on an enhancement to the paddle roller. The part number for the new paddle roller is: 4643-5243-01.

Solution ID   TAUS0644642EN*   **Solution Usage**   0

Description
Part number for the clutch in the punch unit. The Parts Manual indicates that only the whole unit is available.

Solution
A part number for the Clutch (p/n 4470-7801-01) has been added due to a request from the field.
Note: See Technical Bulletin 3853   for details.

Solution ID   TAUS0644690EN*   **Solution Usage**   0

Description
The rollers in the LCT are making a loud rubbing noise. After they are cleaned the noise stops but the sound will return within a few days.

Solution
CAUSE: The guide plate in the PF-115 tends to wear, causing parts to rub in the paper feed section. This may cause a noise to be made when the PF-115 is operating.

SOLUTION: Please see service bulletin 3825 . In addition, the paper feed rollers should be replaced.

Solution ID TAUS0644712EN*   **Solution Usage** 0

Description

When copying in duplex mode from the EDH, the image on the second side is rotated.

Solution

CAUSE: Incorrect setting.

SOLUTION: On the front panel, press Orig. - Copy, then press Margin and change the position setting to the one with the margin on top (on the right). It is not necessary to change the margin width. Click here to see what the control panel screen looks like.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0644717EN*   **Solution Usage** 0

Description

Can all print jobs be forced to the same output tray?

Solution

There is no way to send all jobs to the upper (non-sort) tray, due to mechanical contstraints. For example, with the FN-3 (or FN-5) and jobs with stapling or folding, it cannot come out on the top tray, as that is not possible with the paper path used by the stapling mechanism. However, all jobs can be forced to the lower tray with a User's Choice setting that is available when running the current firmware in the copier. On tab 6, press "Priority Offset Tray" and select "Bottom Tray."

Solution ID TAUS0644731EN*   **Solution Usage** 0

Description

Machine displays a C12A9 or C12A0 code.

Solution

CAUSE: This code is usually displayed falsely if the latest firmware is not installed.

SOLUTION: Please see
 Bulletin 3103b for indicating (false C12A9 codes) and
 Bulletin 3103H for (false C12A0 codes). If this code appears after upgrading to the the current firmware replace PWB-B. Before replacing it, check and re-seat the electrical connections. If a C-12A9 code appears when using duplex and staple on long jobs, a possible cause is firmware in the FN-105 or FN-106. Please refer to Bulletin 3799 .

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0644739EN*   **Solution Usage** 0

Description

The machine displays the code C0F24.

Solution

CAUSE: Dirty or malfunctioning AIDC sensor.

SOLUTION: Check to ensure that the AIDC sensor is clean and that the connections are good. If the code persists, replace the AIDC sensor. For additional details, please see the Field Service Manual page T-65.

Solution ID TAUS0644751EN*   **Solution Usage** 0

Description

A machine equipped with a PF115 is displaying C-0990 codes intermittently. The paper tray adjustments are good. When the reserve paper is to be shifted it is not done automatically and an icon comes on the control panel to shift the reserve paper.

Solution

CAUSE: This was a problem with an early version of firmware.

SOLUTION: Please upgrade the machine to the latest firmware levels. For additional information on error codes, please refer to the Field Service Manual

(approx. 4 MB).

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0644765EN*   **Solution Usage**   0

Description
The problem persists after the replacement of a board.

Solution
SOLUTION: Initialize the machine after replacing any component.

Solution ID   TAUS0644825EN*   **Solution Usage**   0

Description
Why is the text and fine lines fuzzy when printing in Photo Mode.

Solution
This is normal operation when printing text using Photo Mode. Use Text Mode for images that don't require high grayscale quality.

Solution ID   TAUS0644888EN*   **Solution Usage**   0

Description
Incorrect paper sizes are intermittently detected on the EDH-3 document feeder.

Solution
CAUSE: Excessive light (for example, from overhead lighting) can cause erroneous signals during paper size detection.

SOLUTION: The paper size detection sensors have been changed to minimize the amount of light from outside sources effecting the sensors. Please see Bulletin 4217   for further details.

Solution ID   TAUS0644964EN*   **Solution Usage**   0

Description
The copier displays error code C-133B.

Solution
CAUSE: This code is displayed when there is a communication problem between the copier and the finisher.

SOLUTION: Please check all connections and inspect the interface harness. The firmware of the copier has been updated to correct the false indication of C-133B codes. Please [[click here| URL http://techweb.konicabt.com/DownloadSelector/SearchResults.aspx?CNAME=di550]] for the current firmware.

Solution ID   TAUS0645000EN*   **Solution Usage**   0

Description
PM kit availability.

Solution
SOLUTION: Please see Service Marketing Bulletin 51 which contains a list of item numbers for the Di450/Di550/Di470 PM Kits.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0645012EN*   **Solution Usage**   0

Description
How to program the Y and Z coordinates when replacing the print head.

Solution
SOLUTION: Please refer to Bulletin 3426 for details on laser diode bias adjustments required when installing a new print head.

Solution ID   TAUS0645128EN*

Solution Usage   0

Description

C0602 code is displayed during pre-scan.

Solution

CAUSE: Excessive optics timing belt tension.

SOLUTION: Adjust the timing belt tension. If unable to adjust (too much tension is still applied), replace the eccentric pulley in the scan section. This part has been changed. Please refer to bulletin 3301. For additional details, please see the Field Service Manual (approx. 4 MB).

 Link
 Link

Solution ID   TAUS0645144EN*

Solution Usage   0

Description

Upon install, the machine is displaying in Japanese and needs to be converted to English. The flash rom cards have been tried unsuccessfully.

Solution

CAUSE: Incorrect marketing area setting.

SOLUTION: Please verify that the Marketing Area is set to "MC." Since you can't read the display, you'll need to refer to the Service Manual, starting on page S-18. To get into the "Tech Rep Mode," press the "Utility" key. The second box from the left is "Meter Count." Press Meter Count and then Stop, 0, 0, Stop, 0, 1. In the Tech Rep Mode, the third box down on the left is "System Input." In System Input, the second box down the left is "Marketing Area." Within Marketing Area, the second box from the left is "MC." Select "MC" and back out of Tech Rep Mode.

Solution ID   TAUS0645163EN*

Solution Usage   0

Description

What are the part numbers for the Di450 and Di550 corona end blocks? The part numbers are not available in the parts manual.

Solution

The part numbers for the corona end blocks have been made available on bulletin 3854 . The transfer corona unit is also available as a unit (part number 4002-0319-02).

Solution ID   TAUS0645173EN*

Solution Usage   0

Description

Are the Di450 and Di550 developer units the same?

Solution

SOLUTION: The two machines use the same developer unit. The part number is 4002-0313-02 for both the Di450 and Di550.

Solution ID   TAUS0645208EN*

Solution Usage   0

Description

When the Web Counter is reset the old value is still displayed in the Tech. Rep. Mode.

Solution

SOLUTION: After the counters have been reset you must exit the Tech. Rep. Mode and then turn the copier OFF and back ON. This will allow the change to be stored in memory and the correct count to be displayed.

Solution ID   TAUS0645215EN*

Solution Usage   0

Description

For connecting a print controller to the copier, the instructions indicate the Peripheral mode should be set to 5, but only modes 1-3 are available.

Solution

CAUSE: Incorrect firmware version installed.

SOLUTION: Upgrade firmware to the latest version to allow the other modes to be available.

Solution ID TAUS0645249EN*

Solution Usage 0

Description

The machine is multi-sheet feeding through the EDH-3.

Solution

Cause: Poor separation

Solution: A Separator Pad and Mylar have been added to improve separation. Bulletin number 3379 , provides information about this update.

Solution ID TAUS0645306EN*

Solution Usage 0

Description

The machine displays a C0996 code.

Solution

SOLUTION: When the machine displays the C0996 code, check that the voltage on PJ10A-6 (PF-115 PWB-A) changes from 24vdc to 0vdc when the Descent key is pressed. If the voltage changes, it is possible that S112 is defective. If no change in voltage, check for continuity between the solenoid and the PWB-A. The connectors on PWB-A should be reseated before replacement. Please see the Field Service Manual for addtional details.

Solution ID TAUS0645308EN*

Solution Usage 0

Description

The image on the second side of the copy is shifted, but the first side is fine.

Solution

CAUSE: Paper drawers out of adjustment.

SOLUTION: Perform the adjustment for the drawers, then perform the registration adjustment.

Solution ID TAUS0645320EN*

Solution Usage 0

Description

The machine will only duplex approximately 4 sheets of 11 x 8.5 paper from the bypass tray before it jams.

Solution

CAUSE: Incorrect firmware version.

SOLUTION: Please upgrade the firmware to the latest version.

Solution ID TAUS0645363EN*

Solution Usage 0

Description

Part number for the PF-208 paper cassette.

Solution

SOLUTION: The part number for the paper cassette is 4002-3101-05. The tray has also been modified. Please see Bulletin 3317 for additional information.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0645377EN*

Solution Usage 0

Description

C1281 is randomly displayed when printing from the controller. The Service Manual suggests possible causes of C-12xx codes, but does not list this specific code.

Solution

SOLUTION: The C-1281 code indicates an "image data expansion error." This could be related to a problem with PWB-B or the controller itself. Please check connections to PWB-B and try re-flashing the copier with current firmware. If the problem persists, try swapping PWB-B or the controller.

Also remove and re-install the ECC board. Verify that the board is properly seated.

Di550

Solution ID TAUS0645383EN*

Solution Usage 0

Description
The Di450 or Di550 displays error code C0E00. The Main erase lamp fails to turn on.

Solution
1: Check the voltage at PJ9A-7amp;A and gnd. The voltage should be 24 VDC with the erase lamp off and O VDC after the start key is depressed and (lamp on) should occur. If these conditions exist replace the PWB-A (Master Board).
2: In the standby state the voltage between PJ9A-7A and gnd. is 24 VDC . Replace the lamp. If it is not then replace the Master Board(PWB-A)
Refer to page T-64 of the Field Service Manual (approx. 4 MB) for additional details.

 Link

Solution ID TAUS0645446EN*

Solution Usage 0

Description
Total amount of controller memory that can be installed and supported in the Pi5500.

Solution
The Pi5500 motherboard has 3 memory slots. The Pi5500 comes with 64MB of memory and is upgradeable to 128MB. The Pi5500 controller will not recognize more than 128MB of RAM.

Solution ID TAUS0645521EN*

Solution Usage 0

Description
Malfunction code C0520 is displayed.

Solution
CAUSE: Defective DC power supply, dirty or defective thermistors.

SOLUTION:

1) Does the heater lamp turn OFF after warmup is complete? If not, change the main DC power supply.

2) Check the thermistors for proper installation and clean them, if needed.

3) Check resistance on CN217-2 and 3, at the fusing unit with CN217 (4P) disconnected. If infinity, replace the upper fusing roller thermistor (1).

4) Check resistance on CN218-2 and 3 at the fusing unit with CN218 (4P) disconnected. If infinity, replace lower fusing thermistor (2).

Please see the Field Service Manual   for further details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0645523EN*

Solution Usage 0

Description
What is the part number for the alignment pin of the FN105/106?

Solution
The part number for the pin is 4643-2109-01, information concerning this part number update is available on bulletin
 3330

Solution ID TAUS0645530EN*

Solution Usage 0

Description
After replacing the Master PWB in the copier, the copy quality has become light, and some images have very poor fill. Any attempts to adjust the density have only made the copy quality worse.

Solution
SOLUTION: Remove the EEPROM from the old board and install it into the new one. This EEPROM stores image stabilization information. When the board was replaced the copier could no longer adjust itself properly because the proper image stabilization information was not available. If the EEPROM is not available, replace the drum and developer, and restart the image adjustments for the copier. Remember to reset the drum and developer counters prior to any

adjustment.

Solution ID   TAUS0645531EN*   **Solution Usage**   0

Description

The B board and the non-volatile RAM are damaged. The new B board does not come with the "Zero Power RAM," nor is there a part number in the book to order a replacement.

Solution

SOLUTION: The part number of the EPROM on PWB-B (shown on page D-118 of the Field Service Manual is 9367-4711-01.

The part number of the EPROM on PWB-A (shown on page D-117 of the Field Service Manual is 9367-7910-51. Please see Bulletin 3112 for details.

Note: The ROM (firmware) versions displayed in the Tech Rep mode for the Di450/Di550 are loaded through PCMCIA cards. Please see Bulletin 3103k   for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0645568EN*   **Solution Usage**   0

Description

What is the item number for Inetface Kit K (for the Di450/Di550)?

Solution

The item number for the Interface Kit K is 4623-241.

Solution ID   TAUS0645576EN*   **Solution Usage**   0

Description

Why is the start button not turning green when trying to run the Mem-Prn test in the Tech Rep mode?

Solution

The Mem-Prn test requires letter paper to be loaded lengthwise in the bypass (manual feed) tray.

Solution ID   TAUS0645625EN*   **Solution Usage**   0

Description

How to troubleshoot malfunction code C-0072.

Solution

For the code C0072 check the following:

1. The toner bottle should turn when the toner bottle home position is turned a half-turn and the front door is closed. If not, check the drive coupling.

2. Check for toner bottle home position sensor operation: The voltage across PJ11A-5 on thte master board and GND is DC5V (toner bottle at home position) and DC0V (toner bottle at other than home position) when step 1 is performed. If yes, change the master board; if not, check the sensor and the detecting plate and change the sensor, if necessary.

3. Main hopper toner replenishing motor rotation: The voltage across PJ11A-5 on master board and GND is DC0V (toner bottle at a stop) and DC24V (toner bottle turning) when step 1 is performed. If yes, change the motor; if not change the master board.

Please see the Field Service Manual (approx. 4 MB) for additional details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0645641EN*   **Solution Usage**   0

Description

When using the "lock job" feature is there a limit to the number of jobs that can be locked and, if so, how many?

Solution

There is a limit, which depends on whether the machine is set to "Printer Priority" or "Copier Priority." The number of jobs that can be held is described in Marketing Bulletin #98-06 .

Note:
1. This bulletin was written about the Di620/Di520, but also applies to the Di450, Di470, and Di550.

2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0645649EN*   **Solution Usage**   0

Description

The Di450 displays Malfunction code C0049, paper source option vertical cooling fan motor malfunction.

Solution

The Vertical transport cooling fan motor rotation: the voltage across PJ4IA-1 on the power supply board and GND should be 24 VDC after the malfunction has been reset. If not, change the control board.

The vertical transport cooling fan motor rotation: the voltage across PJ4IA-3 on the power supply board and GND should be 0 VDC after the malfunction has been reset. If it is 0 volts, change the control board otherwise change the motor.
Please refer to the Field Service Manual (approx. 4 MB) for additional details.

 Link

Solution ID   TAUS0645681EN*   **Solution Usage**   0

Description

C-11A0 when running the ECC Check in Tech Rep mode; also, no firmware version is shown for the ECC (IC5W) when displaying ROM versions in Tech Rep Mode.

Solution

CAUSE: The optional ECC board is used only when the machine is connected to an external controller (Pi5500). If the ECC board is not installed, the ECC check will indicate "No Good" and C-11A0.

SOLUTION: If an ECC board is installed, this code indicates a problem with it and it should be replaced; if no ECC board is installed, the code can be disregarded.

If no ECC board is installed the ECC firmware (IC5W) displayed in Tech Rep Mode will be blank.

Solution ID   TAUS0645737EN*   **Solution Usage**   0

Description

A C-0210 error code may be indicated if the Image transfer/paper separator corona is installed before developing unit.

Solution

CAUSE: If these parts are installed in this order, the connector of corona is not securely plugged into the holder.

SOLUTION: Mount the developing unit first, next mount the image transfer/paper corona to release a C0210 code. If these parts are not installed in this order, the connector of corona is not securely plugged into the holder.

Solution ID   TAUS0645787EN*   **Solution Usage**   0

Description

What is the part number for the staple cartridge for the FN-106? When I ordered staples it did not come with a new cartridge.

Solution

The part number for the cartridge is 4644-7802-01 and should not be discarded but retained after the staples run out. Bulletin   3249   provides additional information.

Di550

Solution ID TAUS0645796EN*

Description

The machine produces poor copy quality.

Solution

CAUSE: Incorrect setting.

SOLUTION: Confirm that the ATDC control value has been entered in the Adjust Mode. Please refer to page S-43 in the Service Manual.

Solution ID TAUS0645848EN*

Description

How to disable the configuration page from printing out on startup.

Solution

Follow the procedures outlined in Bulletin 3333   to download, install and execute the "Conf_chng.exe" utility. The configuration sheet will no longer print out automatically at startup.
Notes:
1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. Click on the blue-highlighted links within the PDF(s) to view additional details.
3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].
The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

* Trademark ownership information

Solution ID TAUS0645851EN*

Description

PageScope Light does not come up for the Pi5501 on a network that was running DHCP.

Solution

CAUSE: System software patch required.

SOLUTION: Please refer to service bulletin 3333 which describes a patch for the Pi3502 correcting a "bug" in the system software affecting controllers in a DHCP environment. Try setting the controller to a static TCP/IP* address.
Notes:
1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
2. Click on the blue-highlighted links within the PDF(s) to view additional details.
3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].
The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

* Trademark ownership information

Solution ID TAUS0645865EN*

Description

The EDH-3 is feeding multiple sheets.

Solution

CAUSE: Inadequate separation.

SOLUTION: A new separator pad and mylar have been made available as field replacement parts to improve separation performance. Please refer to bulletin 3379 for details.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID TAUS0645870EN*

Description

How to disable scanning to Fiery controllers.

Solution

On the Di450, Di470, or Di550 change the peripheral mode to 1. This disables scanning to the Pi5500 and the Pi5501.

Solution ID   TAUS0645888EN*   **Solution Usage**   0

Description

C-0400 (exposure lamp fails to light) or C0420 (exposure lamp lights at abnormal timing).

Solution

PROBABLE CAUSES:
1. Failing exposure lamp.
If the lamp has become discolored, change the lamp.

2. Failure of Image Processing Board or CCD Board.
If "NG" is displayed when "Scanning check" of "Function (IR)" is run, check the optical path or change the Image Processing Board or the CCD Board.

3. Problem with operation of power supply board.
Check to see if the voltage across PJ9C-4 on Power Supply board and GND is DC24V after the malfunction has been reset. If so, check or change the flat cable, the Inverter Board, or the Image Processing Board.
Notes:
    a. For additional details, please see the Field Service Manual (approximately 4MB).
    b. To view the above zipped PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
    c. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL http://www.winzip.com/ddchomea.htm]].

* Trademark ownership information

Solution ID   TAUS0645922EN*   **Solution Usage**   0

Description

Part numbers been for the FN-105 and FN-106 mounting hardware, including alignment pin.

Solution

Please refer to bulletin 3505 .

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0645923EN*   **Solution Usage**   0

Description

Can the rear frame of the fusing unit for the Di450/Di550 be ordered as a separate part?

Solution

The rear fuser frame cannot be ordered as a separate part. Please replace the fuser assembly. The part number is 4002-0323-02.

Solution ID   TAUS0645959EN*   **Solution Usage**   0

Description

There is low density image after an F8 Operation.

Solution

CAUSE: The PH Control lasts approx. 60 sec. after turning on the main switch (or open/close the front door.) If the F8 operation is implemented during the PH Control operation, the LD stays light out. Because the PC drum attracts toner due to the LD light, the T/C target level of the starter is reduced by 1% against its correct value. As a consequence of that, the ATDC adjustment does not work properly, and may lead to "Low density image" or "carrier adhesion at high light density area".

SOLUTION: Wait for the print head control to finish before running an F8 operation.

Solution ID   TAUS0645968EN*   **Solution Usage**   0

Description

There are void areas on the copies.

Solution

CAUSE: Poor bias connection.

SOLUTION: The bias connector on the rear side of the developing unit and the corresponding receptacle must be cleaned of the conductive grease.

Solution ID   TAUS0645979EN*   **Solution Usage**   0

Description
Part number of the lower fuser roller bearing holders.

Solution
Please see bulletin 3323 .

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0645981EN*   **Solution Usage**   0

Description
Part number for the lower fuser exit guide plate (that holds the lower picker fingers in place), shown in figure 18 of the Parts Manual.

Solution
The part number for the guide is 4002-5791-03. Please see bulletin 3516 for additional information.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0645982EN*   **Solution Usage**   0

Description
Is a part number available for resistors mentioned in bulletin 4218?

Solution
The resistor that is indicated in bulletin 4218 is not available as a separate part. Servicing the control board by soldering a new resistor to the board is not recommended because of safety and legal/liability issues. Replacement of the board along with the drive gear is recommended to correct paper take up problems as outlined in the bulletin.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0646001EN*   **Solution Usage**   0

Description
When single-sided documents are scanned through the EDH 3, it operates as if it is in duplex mode.

Solution
CAUSE: Incorrect setting.

SOLUTION: Please check to see if "mixed original" mode is turned on. In that mode the size of each original is measured in the first pass and then the actual scan is done in the second pass.

Solution ID   TAUS0646035EN*   **Solution Usage**   0

Description
FN3, finisher stapler part number.

Solution
Please see bulletins 2676   and 2697 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0646067EN*

Solution Usage   0

Description

On the Di550 when you try to perform the automatic position zoom adjustment for the EDH-3, the adjustment fails.

Solution

If the results repeatedly change starting value in Adjust Mode.

Solution ID   TAUS0646074EN*

Solution Usage   0

Description

What is the part number for the PWB-A? The part number provided in the manual (4002-0104-03) is invalid.

Solution

SOLUTION: The part number for the PWB-A has been changed to 4003-0134-03. The board has been changed to a masked ROM style board (no flash ROM slot); ROM is hard wired to PWB-A.

Solution ID   TAUS0646108EN*

Solution Usage   0

Description

When using the "lock job" feature is there a limit to the number of jobs that can be locked and, if so, how many?

Solution

There is a limit, which depends on whether the machine is set to "Printer Priority" or "Copier Priority." The number of jobs that can be held is described in Marketing Bulletin #98-06 .

Note:
1. This bulletin was written about the Di620/Di520, but also applies to the Di450, Di470, and Di550.

2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
* Trademark ownership information

Solution ID   TAUS0646148EN*

Solution Usage   0

Description

Part number for the PWB-W (ECC Board).

Solution

PWB-W is not available by itself. It is part of the I/F Kit "K" (ECC) option used to connect the Pi5500 to the Di450 or Di550. The item number for Interface Kit "K" is 4623-241.

Solution ID   TAUS0646149EN*

Solution Usage   0

Description

Part number for the front door hinge pin.

Solution

The part number is 1136-1019-01.

Solution ID   TAUS0646207EN*

Solution Usage   0

Description

Pi5501 on a Di450 or Di550 with the optional hard disk in the copier. PageScope Light shows the HDD as "not installed".   When checked via the Tech Rep mode the copier shows "OK" . The HDD seems to be functioning properly.

Solution

The copier HDD is not displayed in PageScope Light.
The HDD (Hard Disk Drive) indicated in Page Scope Light is the optional hard drive that can be installed in the Pi5501 print controller. The function of the optional hard drive is to store PostScript fonts.
 Link

Solution ID   TAUS0646240EN*

Solution Usage   0

Description

Is the Toner hopper assembly part number 9312-1910-21 only available as a complete assembly or can you order the internal gears for the assembly?

Solution

The hopper motor M13 is available only as an assembly. The internal gears are not available individually.

Solution ID   TAUS0646269EN*   **Solution Usage**   0

Description

Is AS/400* printing supported?

Solution

AS/400 support is available for digital copiers/printers that are connected to controllers which have PCL* emulation. Refer to the the Copier Bulletin # 01-MB-27   for answers to the most common questions about AS/400 printing. The P4Server brochure   and specification sheet   provide additional information.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0646287EN*   **Solution Usage**   0

Description

Part number for the duct on the suction deck.

Solution

The part number is 4002-3603-01.

Solution ID   TAUS0646328EN*   **Solution Usage**   0

Description

Peripheral Mode and Controller Type settings for the Di550/Pi5500.

Solution

Set the Peripheral Mode to 5 and the Controller Type to 0. For more information please see bulletin 3646 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0646353EN*   **Solution Usage**   0

Description

When printing a document using Free Form, the edge of the master image is cut off. When using portrait-sized paper about 11mm from the right edge of the master image is cut off. When using landscape-sized paper about 11mm. from the bottom edge of the master image is cut off.

Solution

CAUSE: This issue is caused by a bug in the system software version 2.0 and is found when using the PostScript* emulation and the following operating systems: Macintosh*, Microsoft* Windows 2000, 95/98, and NT 4.0.

SOLUTION: Install PostScript patch file 1-4CB77.ps to the print queue of the Pi5500 using Fiery* Downloader or Fiery Web Downloader. Wait 60 seconds after successfully downloading the patch file. The print controller should then be restarted. Please refer to bulletin 3590   for details.
Notes:
1. Refer to the Release Notes for the patch file prior to installing.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0646469EN*   **Solution Usage**   0

Description

Entrance guide plate part number for the FN-106.

Solution

The part number for the entrance guide plate is 4644-4038-01.

See figure 9 of the FN-106 parts manual. The entrance guide plate is below index 01 "Roller" and to the right of index 02 "Collar."

Solution ID TAUS0646502EN*   **Solution Usage** 0

Description
What is the toner bottle holder part number?

Solution
The part number for the toner bottle holder is: 4002-5211-03. Please see Bulletin 3553 for details.

Solution ID TAUS0646559EN*   **Solution Usage** 0

Description
When stapling is selected with more than 50 originals, the FN-106 staples a set of 50 then stacks the remaining documents on top of it. Is there a way to set the machine so it automatically cancels stapling if more than 50 original

Solution
No. The staple mode can not be cancelled automatically; the first 50 sheets will be stapled and the remaining sheets will exit on top of the finished set. Ensure that stapling is not selected when more than 50 sheets are needed.

Solution ID TAUS0646584EN*   **Solution Usage** 0

Description
Failure code C0047.

Solution
 PROBABLE CAUSES:
1. SCP board failure.
 After the malfunction has been reset (open/close the front door orpower OFF/ON the power switch), measure the voltage from PJ4IC-7 to GND on the master board. The voltage should be 24V DC. If it is not, replace the SCP board (p/n 4002-0105-03).

2. Cooling fan motor 2 (M19)failure.
 After the malfunction has been reset (open/close the front door orpower OFF/ON the power switch), measure the voltage from PJ4IC-9 to GND on the master board. The voltage should be 0V DC. If it is not, replace cooling fan motor 2 (p/n   9313-1910-31)and SCP board (p/n 4002-0105-03).
Please see the   Field Service Manual for additional details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0646609EN*   **Solution Usage** 0

Description
EDH-3, what is the part number for the test chart for adjusting the EDH-3?

Solution
The part number for a replacement EDH test chart is 4469-7791-01. Please add this part number to your EDH-3 parts manual.

Solution ID TAUS0646620EN*   **Solution Usage** 0

Description
Image stamping is not available on the Di550.

Solution
This feature requires the optional hard drive be installed..

Solution ID TAUS0646647EN*   **Solution Usage** 0

Description
What is the part number for the catch tray for this copier? A finisher is not installed.

Solution
The item number for the catch tray is 4447-121. On the Di520 and Di620 two of these trays are required. On the Di450 and Di550 only one tray is required. On the Di450 and Di550 two rubber cushions need to be removed. Do not discard these cushions, as they are required if a finisher is ever installed on that copier.

Di550

Solution ID TAUS0646665EN* **Solution Usage** 0

Description

Fusing handle breaking.

Solution

See TNBT0500119EN00.pdf and TNBT0500119EN00_Procedure_on_Producing_Fusing_Unit.doc for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0646668EN* **Solution Usage** 0

Description

The latching plate and metal clips used to install the FN-106 finisher and on the Di450/Di550 are missing. The part numbers are not listed in the parts manual. What are the part number for these parts?

Solution

The part numbers you are looking for can be found in service bulletin 3330. Please see the link below for a complete list of installation parts for the FN-106.
 Link

Solution ID TAUS0646716EN* **Solution Usage** 0

Description

Is there a part number for the cable that connects the scan unit CCD to PWB-B (Image Processing Board)?

Solution

Please refer to bulletin 4056, which is linked below. This is listed as PWB-ID in the Di470 Parts Manual.

 Link

Solution ID TAUS0646805EN* **Solution Usage** 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

*[[Trademark ownership information| FILE V:\\TEXT\\TRADEMRK.TXT NEW]]

Solution ID TAUS0646980EN* **Solution Usage** 0

Description

Following a Novell* NDPS or iPrint installation, the Windows* print driver is configured with default settings ONLY on the client workstation.

Solution

CAUSE: Novell NDPS or iPrint drivers are migrated from the Novell server to clients in a non-configured format. This is because the driver is not actually installed on the Novell server. In the Novell environment, the server simply holds, and then pushes the non-configured driver files to the client. In a Windows server environment, the Windows driver is installed on the server and can be configured prior to roll out to the clients.

SOLUTION: It is possible to roll-out configured drivers from in a Novell environment. Novell's ZenWorks* allows the Novell administrator to create a snapshot of a client workstation before and after the driver is installed and configured. This snapshot can then be migrated to the user's workstations resulting in a configured driver installation.

Using ZenWorks to migrate a configured driver will vary based on Netware version, ZenWorks version, NDPS version and Windows client version. Therefore step by step instructions to perform this operation are not available. The Novell administrator at the location would be responsible for implementing this procedure.

[[Third party print driver configuration applications| URL http://www.printerpropertiespro.com]] for Novell are also available. Please consult the vendor(s) for implementing these solutions.

* Trademark ownership information

Solution ID   TAUS0647030EN*

Solution Usage   0

Description

Part number for two springs shown in the parts manual (on page 35, [[Fusing Unit| URL http://techweb.konicabt.com/tpm/media/partsDi450fuser.pdf]] A). These springs are missing from the copier.

Solution

The part number for the springs is 4002-5729-01.

Note:
1. Because of a modification to the fuser exit. the springs have been discontinued to make it easier to remove paper jams. Please see bulletin 3966 for information regarding the fuser enhancement.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0647549EN*

Solution Usage   0

Description

Does WinFax Pro10 Software work with AHT OneRip 2?

Solution

A WinFax Pro10 Software Option is available for the OneRip 2 solution. Fax from a KonicaMinolta legacy MFP that previously did not offer fax capabilities. When connecting multiple printers to the OneRIP 2 server, all connected printers are enabled with faxing. The MFPs do not require a fax board. Working as the Scan to E-mail function, simply insert the fax number in place of an E-mail address, and proceed. The WinFax Pro Option supports the following devices:
Di450/Di550
Di551/Di650, 7155/7165
Di750, 7075
bizhub Di470
bizhub Di5510/Di7210, bizhub Di7255/7272
bizhub Di850, bizhub 7085
bizhub CF2002/CF3102

Solution ID   TAUS0649454EN*

Solution Usage   0

Description

What is required to connect a Pi4700e controller to the Di550?

Solution

The Pi4700e print controller must be downgraded to [[version 1.02 firmware|URL http://techweb.konicabt.com/tpm/mfiles/md2sv102nfm.exe]] to allow connection with the Di550. Use controller type 0 and peripheral mode 5 (the same controller and peripheral mode settings that would be used for the Pi5501). Notes:
1. This must be done while connected to a Di470. The instructions for flashing the controller are on page T-8 of the Pi4700e Service Manual .
2. The Pi4700e Phase 2 enhancements will not be available to the Di550.
3. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0649943EN*

Solution Usage   0

Description

When print jobs are sent from the controller, the Job List light comes on momentarily and then the job disappears. Copy Track for the printer is enabled on the copier.

Solution

CAUSE: Incorrect number used. If Copy Track is enabled for the printer and a print job is received without a valid Account Number (NOT Access Code), the job will be processed by the controller but rejected by the copier. The copier will delete the print job and briefly display the C-1842 error code.

SOLUTION:
Use the account number (instead of the access code) when sending print jobs.

Solution ID   TAUS0650468EN*

Solution Usage   0

Description

Paper jams out of every tray except the bypass tray. Paper is stopped at the fuser exit, just entering the finisher.

Solution

CAUSE: The actuator for PC2 (transport sensor), located just before the transport roller in the horizontal transport is worn. The friction of the paper passing over this sensor causes it to wear.

SOLUTION: Replace PC2 (sensor and actuator - p/n 4002-0902-01). The part is for the entire sensor assembly. The assembly includes the sensor, actuator, and mounting bracket.

Solution ID   TAUS0651807EN*

Solution Usage   0

Description
Noise from Tray 2.

Solution
CAUSE: PWB-A has failed.

SOLUTION: Replace PWB-A (p/n 4002-0104-03).

Solution ID   TAUS0651979EN*

Solution Usage   0

Description
M2 is indicated.

Solution
CAUSE: M2 indicates that the waste toner bottle needs to be emptied.

SOLUTION: Empty the bottle and reset M2 through the service mode in the counter tab.

Solution ID   TAUS0652135EN*

Solution Usage   0

Description
Noise from the second tray.

Solution
CAUSE: Failed PWB-A.

SOLUTION: Replace the PWB-A (p/n 4002-0104-03).

Solution ID   TAUS0652192EN*

Solution Usage   0

Description
Copies jam in the fuser.

Solution
CAUSE: Toner accumulation on the fuser rollers.

SOLUTION: Upgrade the firmware on the PWB-A to 4002-50G2-36-00. This firmware will advance the cleaning web twice as fast to better clean the fuser roller. Please refer to the 'ReadMe' file.

Solution ID   TAUS0652237EN*

Solution Usage   0

Description
Jamming with error code C004F.

Solution
CAUSE: Failed PWB-A.

SOLUTION: Replace the PWB-A (p/n 4028-0104-03).

Solution ID   TAUS0653249EN*

Solution Usage   0

Description
Part number for the PCMCIA Flash Card.

Solution

8MB PCMCIA Flash Card (p/n 766080135).
Notes:
1. Card Specifications - 8MB Programmable Flash Card, AMD "D" Series, Type 1 Linear, 5V DC only, operation with minimum of 200ns access time from standby.
2. Use the SwapFTL_Utility and current firmware located on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

Solution ID TAUS0653549EN*   **Solution Usage**   0

Description

Part number for the interface kit to connect a Pi5500 to a Di550.

Solution

Interface kit K (Item #4623-241).

Solution ID TAUS0656534EN*   **Solution Usage**   0

Description

Jamming out of the first tray.

Solution

CAUSE: Contaminated roller bushings and/or sluggish Vertical Transport Motor (M6).

SOLUTION: Clean bushings and/or replace M6 (p/n 9314-1000-41).

Solution ID TAUS0634009EN*   **Solution Usage**

Description

When attaching a card reader or coin unit, the document feeder and duplexer are disabledif using card or coin mode within the security settings. They work ifthe plug-in counter mode is used, but when there is not enough money paid for the size of the job, the machine jams.

Solution

CAUSE: The Feeder and the Duplex unit are disabled because they require multiple vends to function. The manufacturer of the coin box or card reader must be contacted to determine the signal on which the unit is basing its count.
Duplex copies are a 2-vend function (1 copy for the first side and 1 copy for the second). The machine sees this as 2 copies and these options are disabled when the Vendor mode is set.

SOLUTION: Set the Vendor mode to "OFF" andonly enable the key counter. The unit should work properly with the coin box or card reader, depending on the manufacturer's design.

Solution ID TAUS0635991EN*   **Solution Usage**

Description

When connected to a Jamex™ model 6557 coin-op, the document feeder and duplexing unitare non-functional even when the coin-op is "bypassed".

Solution

CAUSE:Coin-op limitation.

SOLUTION: Most coin-op devices do not provide the ability to duplex and multi-feed. Please try changing the vendor mode to "Card."
Note : All service issues related to the installation and use of Jamex™ vending products are handled directly by Jamex™. The support phone number is 800-289-6550.

Solution ID TAUS0645652EN*   **Solution Usage**

Description

What is required to scan to file and/or scan to E-mail using the Pi5501?

Solution

First, make sure the current firmware is installed in the copier/printer and the current system software is installed in the print controller. Please refer to bulletin 3103L for the current firmware for the Di450/Di550.
The Scanner Mode requires that 64MB of memory be installed in the copier/printer. Memory requirements are detailed in bulletin 3159 . Please refer to the following for the correct peripheral mode setting in the copier/printer. The information is from bulletin 3646 .

Pi5500 with system software 2.0 or greater Peripheral Mode 4
Pi5500 with system software less than 2.0 Peripheral Mode 3
Pi5501 Peripheral Mode 5

The above settings are accessible through tech rep service mode, tech rep choice, controller set, and peripheral mode.

After making sure the copier/printer is configured properly, select the scan key, select the direct button, enter a number from 0001 to 9999 and hit the start key to scan. To retrieve the scan from the Pi5501, open PageScope Light by entering the TCP/IP* address of the controller in the web browser. Click on the Fiery* WebTools button at the bottom of the PageScope Light window and select Fiery WebScan. Enter the four-digit number entered at the copier/printer when the original was scanned and click the refresh button. The scanned image should be listed. Click the Save As button to save the scanned image as a TIF or PDF file. Also refer to the Setup instruction for the Pi5500 controller using the Scan to Email option document

Notes :

1. The Pi5501 is not supported on the Di470; the Di470 supports the Pi5500 and the Pi4700e. The Pi5501 is compatible only with the Di450 and Di550.

2. The controller type should always be set to 0.

3. Please also see the Pi5500 Getting Started Manual .

4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0656300EN*   **Solution Usage**

Description

SAP device types availability.

Solution

 Refer to attached Marketing Bulletin #06-GB-039 for details.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0657843EN*   **Solution Usage**

Description

 Can a subject line be entered when using scan to E-mail?

Solution

  The Pi5500 controller does not allow a subject line to be entered for scan to E-mail.

Solution ID   TAUS0701196EN*   **Solution Usage**

Description

 Some 480K PM kits (D7667048001) with lot number H3666 weremislabeled with two different kit numbers on the box.
 The correct PM kit number appears on the two SMALL labels at the edge ofthe box. The incorrect kit number is on the LARGE label.

Solution

 The kit contents can be verified using the following component list.

KitNo	Models	Part No	Description	Qty
D7667048001	Di450/550 480K PM Kit	4002570101	Roller	1

4002570401

Bushing

2

4002570201

Roller

1

4002570902

Gear

1

1145580101

Web Roller

1

1156583701

Bushing

1

4002571003

Gear

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Questions shouldbe directed to Lisa at 800-456-6422, ext. 2185.

Solution ID   TAUS0702146EN*   **Solution Usage**

Description

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

Please see the attacheddocument for detailed information.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID   TAUS0702890EN*   **Solution Usage**

Description

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

 Please perfrom the step-by-step procedure mentioned in the attached document.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0703084EN*   **Solution Usage**

Description

 Large documents do not print, even when the copier is set to Printer Priority.

Solution

 CAUSE: Insufficient memory/storage.

 SOLUTION: Install the optional HDD (Item #4341612) in the copier.